









DRAFT PLAN PRESENTED BY  
THE CHICAGO TRANSIT AUTHORITY  
FOR COMPLIANCE WITH  
U. S. DEPARTMENT OF TRANSPORTATION  
REGULATIONS GOVERNING SERVICE  
FOR DISABLED RIDERS

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## EXECUTIVE SUMMARY

CTA, AS REQUIRED BY FEDERAL REGULATIONS, (THE REHABILITATION ACT OF 1973, SECTION 504 AND OTHERS), PROVIDES TRIPS FOR PERSONS WHO ARE PHYSICALLY UNABLE TO USE STANDARD TRANSIT EQUIPMENT. NEW FEDERAL RULES, (D.O.T 49 CFR PART 27 ISSUED IN MAY, 1986), REQUIRE THAT TRANSIT AGENCIES PROVIDE SERVICES TO THE DISABLED BY RESPONDING TO ALL REQUESTS REGARDLESS OF TRIP PURPOSE, THROUGHOUT THE SAME AREA AVAILABLE TO OTHER RIDERS, DURING COMPARABLE HOURS AND AT COMPARABLE FARES. SUCH SERVICE IS TO BE IMPLEMENTED, SUBJECT TO BUDGETARY LIMITATIONS, AS QUICKLY AS FEASIBLE AFTER JUNE 23, 1987 BUT IN NO EVENT LATER THAN 1993.

THE RULES SUGGEST THAT AGENCIES USE DEMAND-RESPONSE PARATRANSIT SERVICES, LIFT-EQUIPPED FIXED-ROUTE BUSES, OR A MIXTURE OF THESE TO REACH SERVICE GOALS. FURTHER RAPID TRANSIT ACCESSIBILITY MEASURES ARE NOT SUGGESTED OR REQUIRED. A LIMIT IS PLACED ON THE AMOUNT A TRANSIT AGENCY IS REQUIRED TO EXPEND ON SERVICES FOR THE DISABLED.

THIS REPORT RECOMMENDS EXPANDING CTA'S PRESENT SPECIAL SERVICE PARATRANSIT SYSTEM, AS THE MOST COST EFFECTIVE METHOD OF PROVIDING THE GREATEST AMOUNT OF HIGH QUALITY SERVICE FOR THE DISABLED. CTA SPECIAL SERVICE NOW COMPLIES WITH ALL FEDERAL CRITERIA EXCEPT THOSE PERTAINING TO SERVICE HOURS AND SERVICE AREA. PLANS ARE PRESENTED TO ESTABLISH TWENTY-FOUR HOUR SERVICE IN FALL, 1987, AND TO CREATE AN "INTERAGENCY COORDINATION COMMITTEE" TO RESOLVE ISSUES REGARDING SUBURBAN HOURS AND AREA OF SERVICE, AS WELL AS THE COORDINATION OF TRANSFERS BETWEEN CTA AND PACE PARATRANSIT SYSTEMS.

CTA WILL CONTINUE ITS RELIANCE ON THE "KEY" FEATURES OF THE CURRENT SPECIAL SERVICE SYSTEM. THESE ARE:



- A. CTA WILL CONTRACT WITH MULTIPLE CARRIERS;
- B. RIDERS WILL CONTINUE TO CALL THE "CARRIER OF CHOICE" TO ARRANGE TRANSPORTATION;
- C. SERVICE QUALITY WILL BE MONITORED BY CTA, AND IMPROVED WHERE NECESSARY; AND,
- D. CARRIERS WILL HANDLE RESERVATIONS AND DISPATCH THEIR OWN TRIPS.

BEFORE PREPARING THE ABOVE RECOMMENDATION, STAFF ALSO ANALYZED OTHER OPTIONS: ADDING LIFTS TO NEW BUSES PURCHASED BY CTA (ACCESSIBLE BUS OPTION), AN ON-CALL ACCESSIBLE BUS SYSTEM OPTION, AND A MIXED MODE OPTION (ACCESSIBLE BUS AND PARATRANSIT).

CTA FOUND THAT CITIES THAT RELY ON FIXED-ROUTE BUSES HAVE VERY LOW RIDERSHIP AND HIGH OPERATING AND CAPITAL COSTS PER TRIP SERVED. IN FACT, A SURVEY OF THIRTEEN MAJOR CITIES WITH ACCESSIBLE BUS SYSTEMS INDICATES THE CTA SPECIAL SERVICE SYSTEM PERFORMS MORE ANNUAL TRIPS THAN THE COMBINED TOTAL OF ALL THIRTEEN CITIES. CTA ANALYSIS OF THE ON-CALL ACCESSIBLE BUS SYSTEM CONCLUDED THAT IF AN ON-CALL ACCESSIBLE BUS SYSTEM TRANSPORTED AS MANY TRIPS AS DOES CTA SPECIAL SERVICE, THAT IT WOULD BE NECESSARY TO MAKE VIRTUALLY ALL CTA BUSES ACCESSIBLE SO THIS IS NOT A VIABLE OPTION. LASTLY, IT WAS CONCLUDED THAT SCARCE CAPITAL AND OPERATING RESOURCES PRECLUDE CTA AT THIS TIME FROM IMPLEMENTING A MIXED MODE SYSTEM OF ACCESSIBLE BUSES AND PARATRANSIT.

THE REPORT ALSO DISCUSSES CTA'S CONSULTATIVE RELATIONSHIP WITH DISABLED USERS OF THE SYSTEM, ASPECTS OF STANDARD CTA SERVICES WHICH BENEFIT THE DISABLED, AND THE FINANCING AND FUNDING OF CTA SPECIAL SERVICES.

A BRIEF SYNOPSIS OF THE FEDERAL RULES PREPARED BY THE U.S. DEPARTMENT OF TRANSPORTATION, IS ATTACHED. IT DESCRIBES THE RULES IN DETAIL.



## SECTION I

### INTRODUCTION AND SUMMARY OF RULE

THIS DRAFT PROPOSAL CONTAINS THE PLAN OF THE CHICAGO TRANSIT AUTHORITY (CTA) TO COMPLY WITH THE FINAL RULE ISSUED MAY 19, 1986 BY THE OFFICE OF THE SECRETARY, U. S. DEPARTMENT OF TRANSPORTATION, TITLED NONDISCRIMINATION ON THE BASIS OF HANDICAP IN DEPARTMENT OF TRANSPORTATION FINANCIAL ASSISTANCE PROGRAMS (SECTION 49 CFR, PART 27).

THE FINAL RULE GOVERNS PROVISION OF PUBLIC TRANSPORTATION TO DISABLED PERSONS. ALL TRANSIT AGENCIES MUST IMPLEMENT ONE OR MORE OF THREE MAJOR OPTIONS WITHIN THE PRESCRIBED TIME, AS A CONDITION FOR CONTINUED FEDERAL ASSISTANCE.

THE FOLLOWING IS AN ABSTRACT OF THE FINAL RULE PREPARED BY UMTA.



# FACT SHEET ON NEW DEPARTMENT OF TRANSPORTATION REGULATION ON MASS TRANSIT SERVICES FOR PERSONS WITH DISABILITIES

## BACKGROUND

- THIS RULE CARRIES OUT SECTION 317(D) OF THE SURFACE TRANSPORTATION ASSISTANCE ACT OF 1982, WHICH REQUIRED THE DEPARTMENT TO PUBLISH A RULE ESTABLISHING MINIMUM CRITERIA FOR THE PROVISION OF SERVICE TO DISABLED PERSONS. THE STATUTE ALSO REQUIRES PUBLIC PARTICIPATION IN PLANNING THE SERVICE AND UMTA MONITORING OF COMPLIANCE WITH REGULATORY REQUIREMENTS.
- THE RULE ALSO CARRIES OUT SECTION 504 OF THE REHABILITATION ACT OF 1973, WHICH PROHIBITS DISCRIMINATION ON THE GROUND OF HANDICAP IN FEDERALLY-ASSISTED PROGRAMS. COURT DECISIONS HAVE SAID THAT THE FEDERAL GOVERNMENT, IN CARRYING OUT THIS STATUTE, MAY NOT IMPOSE UNDUE FINANCIAL BURDENS ON RECIPIENTS FOR FEDERAL ASSISTANCE.
- THE DEPARTMENT RECEIVED 650 COMMENTS ON THE NOTICE OF PROPOSED RULEMAKING (NPRM) THAT LED TO THIS FINAL RULE. THE PREAMBLE AND APPENDIX TO THE RULE RESPOND TO THESE COMMENTS.
- THIS RULE REPLACES AN INTERIM FINAL RULE PUBLISHED IN JULY 1981. THE INTERIM FINAL RULE, IN TURN, REPLACED THE MASS TRANSIT PORTION OF THE DEPARTMENT'S 1979 SECTION 504 RULE, WHICH A COURT SAID IMPOSED UNDUE FINANCIAL BURDENS ON TRANSIT AUTHORITIES.

## UNDER THE RULE, EACH LOCALITY MAY CHOOSE THE TYPE OF SERVICE IT WANTS TO PROVIDE TO MEET REGULATORY REQUIREMENTS

- SERVICE BY ACCESSIBLE BUS, SPECIAL SERVICE, OR ANY COMBINATION OF THE TWO IS PERMITTED.
- RECIPIENTS MAY COMPLY WITH THE RULE BY MEETING THE SERVICE CRITERIA THROUGH ANY ONE OF THESE APPROACHES. IT IS NOT NECESSARY, FOR EXAMPLE, TO PROVIDE BOTH FIXED-ROUTE ACCESSIBLE BUS AND PARATRANSIT SERVICE.





- THE RULE DOES NOT REQUIRE EXISTING, INACCESSIBLE RAIL SYSTEMS TO BE MADE ACCESSIBLE.

THERE ARE SIX SERVICE CRITERIA WHICH THIS SERVICE MUST MEET

- THESE CRITERIA MUST BE MET FOR THE ACCESSIBLE BUS OPTIONS AND SPECIAL SERVICE OPTIONS (PARATRANSIT) UNLESS THE CRITERIA SPECIFICALLY STATES IT IS FOR SPECIAL SERVICE.
- ALL PERSONS WHO, BY REASON OF HANDICAP, ARE PHYSICALLY UNABLE TO USE THE RECIPIENT'S BUS SERVICE FOR THE GENERAL PUBLIC MUST BE ELIGIBLE TO USE THE SERVICE FOR HANDICAPPED PERSONS.
- SERVICE FOR DISABLED PERSONS MUST OPERATE DURING THE SAME DAYS AND HOURS AS THE BUS SERVICE FOR THE GENERAL PUBLIC.
- SERVICE FOR DISABLED PERSONS MUST BE AVAILABLE THROUGHOUT THE SAME SERVICE AREA AS THE BUS SERVICE FOR THE GENERAL PUBLIC.
- RESTRICTIONS OR PRIORITIES BASED ON TRIP PURPOSE ARE PROHIBITED.
- SPECIAL SERVICE FARES MUST BE COMPARABLE TO THOSE CHARGED FOR A SIMILAR TRIP ON THE BUS SERVICE FOR THE GENERAL PUBLIC. ACCESSIBLE BUS FARES FOR DISABLED PERSONS CAN BE NO HIGHER THAN THOSE CHARGED OTHER RIDERS.
- IN DEMAND-RESPONSIVE MODES, SERVICE MUST BE PROVIDED WITHIN 24 HOURS OF AN ELIGIBLE DISABLED PERSON'S REQUEST FOR IT.

THE OBLIGATION TO PROVIDE SERVICE MEETING THESE CRITERIA IS SUBJECT TO A LIMIT ON REQUIRED EXPENDITURES

- THE PURPOSE OF THE LIMIT ON REQUIRED EXPENDITURES IS TO PREVENT THE REQUIREMENTS OF THIS REGULATION FROM IMPOSING AN UNDUE BURDEN ON TRANSIT AUTHORITIES.
- TO CALCULATE THIS LIMIT, A TRANSIT AUTHORITY WOULD TAKE THREE PERCENT OF THE AVERAGE OF ITS OPERATING COSTS OVER THE CURRENT YEAR AND THE TWO PREVIOUS YEARS.



- A TRANSIT AUTHORITY NEED NOT SPEND MORE THAN THE AMOUNT OF ITS LIMIT ON REQUIRED EXPENDITURES, EVEN IF, AS A RESULT, IT FALLS SHORT OF MEETING THE SERVICE CRITERIA. IN THIS EVENT, THERE WOULD NEED TO BE A LOCAL DECISION CONCERNING THE POINTS AT WHICH SERVICE WOULD FALL SHORT OF THE CRITERIA.
- IF THE TRANSIT AUTHORITY MEETS ALL SERVICE CRITERIA FOR LESS THAN THE AMOUNT OF ITS LIMIT ON REQUIRED EXPENDITURES, IT DOES NOT HAVE TO SPEND ADDITIONAL FUNDS ON SERVICE FOR DISABLED PERSONS. A TRANSIT AUTHORITY MAY VOLUNTARILY SPEND MORE THAN THE AMOUNT OF ITS LIMIT ON REQUIRED EXPENDITURES.

#### PLANNING AND OPERATING THE SERVICE

- FROM THE EFFECTIVE DATE OF THE RULE, TRANSIT AUTHORITIES WILL HAVE A YEAR TO MAKE DECISIONS AND SUBMIT A PROGRAM TO UMTA FOR PROVIDING SERVICE TO HANDICAPPED PERSONS. UMTA WILL REVIEW THE PROGRAM AND, IF ITS MEETS REGULATORY REQUIREMENTS, APPROVE IT.
- ONCE UMTA APPROVES THE PROGRAM, THE TRANSIT AUTHORITY WILL HAVE A PHASE-IN PERIOD, THE LENGTH OF WHICH UMTA WILL SET (LASTING A MAXIMUM OF SIX YEARS), TO BRING SERVICE UP TO THE "FULL PERFORMANCE LEVEL" (I.E., MEETING ALL THE SERVICE CRITERIA, SUBJECT TO THE LIMIT ON REQUIRED EXPENDITURES).
- PUBLIC PARTICIPATION, SPECIFICALLY INCLUDING THE PARTICIPATION OF DISABLED PERSONS, IS REQUIRED AT ALL STAGES. EARLY PUBLIC INVOLVEMENT IN PLANNING, AN OPPORTUNITY FOR COMMENT AND A PUBLIC HEARING ON THE PROGRAM, AND CONTINUING PUBLIC PARTICIPATION IN THE OPERATION OF THE SERVICE (E.G., THROUGH AN ADVISORY COMMITTEE) ARE REQUIRED.



## SECTION II

### CURRENT CTA SERVICES FOR THE DISABLED

#### INTRODUCTION

CTA OPERATES A NUMBER OF SERVICES THAT DIRECTLY BENEFIT THE DISABLED. THERE ARE THIRTEEN RAIL STATIONS DEPICTED IN EXHIBIT A THAT ARE ACCESSIBLE THROUGH THE USE OF ELEVATORS OR RAMPS AND ACCESSIBILITY AT MORE STATIONS IS PLANNED. IN ADDITION, CTA FIXED-ROUTE BUSES OFFER SERVICE THROUGHOUT CHICAGO AND NEIGHBORING SUBURBS FOR THE MANY DISABLED WHO CAN BOARD THEM.

MANY DESIGN ELEMENTS TO BENEFIT THE DISABLED HAVE BEEN INCORPORATED INTO THE SPECIFICATIONS OF CTA BUSES AND RAILCARS. CTA ALSO OFFERS REDUCED FARES FOR SENIORS AND DISABLED 24 HOURS A DAY THROUGHOUT ITS SERVICE AREA AND SELLS HALF FARE MONTHLY AND BI-WEEKLY PASSES.

THE PRIMARY FOCUS OF CTA'S PROGRAM TO MEET THE NEW REGULATORY REQUIREMENTS, HOWEVER, IS ITS SPECIAL SERVICE (PARATRANSIT) PROGRAM.

#### CURRENT CTA SPECIAL SERVICE PROGRAM

CTA PRESENTLY OPERATES, THROUGH CONTRACTORS, A DOOR-TO-DOOR SERVICE FOR THE DISABLED. THE PROGRAM, AS PRESENTLY CONFIGURED, WAS INITIATED ON OCTOBER 20, 1985. IT IS A HYBRID USER-SUBSIDY PROGRAM WITH FOUR CARRIERS UNDER CONTRACT TO CTA COMPETING OPENLY FOR RIDERS, AND WITH THE AUTHORITY CENTRALLY MONITORING PERFORMANCE. THE KEY FEATURE OF THE PROGRAM IS THAT RIDERS CALL THE CARRIER OF THEIR CHOICE FOR SERVICE WHICH OPERATES THROUGHOUT THE SERVICE AREA. THIS FREEDOM OF CHOICE MEANS THAT THE RIDERS THEMSELVES, CAN REWARD THE BEST SERVICE PROVIDERS WITH ADDITIONAL BUSINESS, AND IN THE PROCESS GIVE THE POORER PERFORMERS INCENTIVE TO IMPROVE. CARRIERS RESERVE ALL TRIPS THROUGH CTA'S CENTRAL COMPUTER SYSTEM AND PERFORM THEIR OWN CALL-INTAKE, SCHEDULING AND DISPATCHING FUNCTIONS. THIS IS MORE FULLY DESCRIBED IN THE FOLLOWING PAGES AND ON EXHIBIT B (I), A COPY OF THE CURRENT "RIDER GUIDE".



## SERVICE AREA

SERVICE IS PROVIDED THROUGHOUT THE CITY OF CHICAGO AND SEVEN SUBURBS. THE PRESENT SERVICE AREA COMPRISES ABOUT 252 SQUARE MILES AND ITS ILLUSTRATED IN EXHIBIT C. SERVICE IS PROVIDED TO THE SEVEN WESTERN SUBURBS OF CICERO, BERWYN, OAK PARK, FOREST PARK, RIVER FOREST, ELMWOOD PARK, AND RIVER GROVE ON DEMONSTRATION BASIS WITH THE COOPERATION OF RTA AND PACE. FUNDS FOR THE DEMONSTRATION ARE BEING PROVIDED BY THE REGIONAL TRANSPORTATION AUTHORITY (RTA) UNDER A THREE PARTY AGREEMENT BETWEEN PACE, CTA, AND RTA. \$240,000 WAS BUDGETED FOR THIS PURPOSE DURING CALENDAR YEAR 1985, 1986, AND 1987. PACE AND CTA RECENTLY REQUESTED AN EXTENSION OF RTA FUNDING FOR THIS PROGRAM UNTIL THE END OF 1987.

## FARES

THE PRESENT SPECIAL SERVICE FARE OF \$.90 PER ONE-WAY TRIP IS IDENTICAL TO THE STANDARD FIXED ROUTE CTA BUS FARE. FARES CAN BE PAID IN CASH, WITH A FULL FARE TOKEN, OR WITH A FULL FARE CTA OR PACE MONTHLY OR BI-WEEKLY PASS. ATTENDANTS ARE ALSO REQUIRED TO PAY A FULL FARE. CTA REQUIRES CARRIERS TO SERVE AT LEAST ONE ATTENDANT PER CERTIFIED RIDER, IF REQUESTED. CARRIERS HAVE THE OPTION TO ALLOW MORE THAN ONE ATTENDANT, SPACE PERMITTING. CHILDREN UNDER 7 ACCOMPANIED BY AN ADULT PAYING FULL FARE MAY RIDE FREE OF CHARGE.

TRANSFERS CAN BE PURCHASED FROM THE DRIVERS OF CTA'S FOUR SPECIAL SERVICE CARRIERS FOR 25 CENTS. THESE TRANSFERS ARE GOOD FOR ONE TRANSFER ONLY FROM A CTA SPECIAL SERVICE VEHICLE TO REGULAR CTA SERVICES. THE CTA BULLETIN "ESTABLISHING" THIS TRANSFER IS DEPICTED IN EXHIBIT D. A FARE CHART ILLUSTRATING FARES ON THE CTA SYSTEM IS SHOWN ON EXHIBIT E. TRANSFERS WERE ESTABLISHED AT THE REQUEST OF CTA'S ADVISORY COMMITTEE TO ALLOW ATTENDANTS AND RIDERS TO TRANSFER, IF ABLE, TO OTHER CTA SERVICES (SUCH AS AT ACCESSIBLE RAPID TRANSIT STATIONS). FEW TRANSFERS ARE SOLD.





## HOURS & DAYS OF SERVICE

THE PRESENT SPECIAL SERVICE HOURS OF SERVICE ARE 5 A.M. TO 1 A.M. EVERYDAY THROUGHOUT CHICAGO. IN THE SEVEN SUBURBS, THE HOURS OF SERVICE ARE 5 A.M. TO 9 P.M., MONDAY THRU SATURDAY ONLY. ALL FOUR CARRIERS OPERATE 5 A.M. TO 9 P.M. ONLY ONE CARRIER OPERATES UNTIL 1 A.M. IN THE CITY OF CHICAGO.

IN FEBRUARY, 1987 THE CHICAGO TRANSIT BOARD PASSED AN ORDINANCE (EXHIBIT F) AUTHORIZING THE EXPANSION OF HOURS OF SERVICE IN CHICAGO TO 24 HOURS EVERYDAY, BEGINNING ON OCTOBER 20, 1987.

## WAITING LISTS & SUBSCRIPTION & TRIP PURPOSE

THERE ARE NO WAITING LISTS FOR SPECIAL SERVICE. ABOUT 20% OF THE TRIPS PROVIDED ARE MADE ON A "SUBSCRIPTION" BASIS, I.E., RESERVED FOR PERSONS WHO TRAVEL THREE OR MORE TIMES PER WEEK TO THE SAME DESTINATIONS AT THE SAME TIME AND WHO THEN DO NOT NEED TO CALL IN ADVANCE FOR EACH TRIP.

## RESERVATION REQUIREMENT

THE MINIMUM TIME REQUIRED BY CTA TO RESERVE A TRIP IS CURRENTLY 8 HOURS. RIDERS CAN RESERVE A RIDE AS MUCH AS A DAY IN ADVANCE ACTUALLY, (UP TO 43 HOURS THIS IS EXPLAINED MORE FULLY ON PAGE 25). SUBSCRIPTION RIDERS MAKE ARRANGEMENTS ONE-TIME ONLY TO RESERVE A REGULAR RECURRING TRIP AND NEED NOT MAKE A SEPARATE RESERVATION FOR EACH SUBSCRIPTION TRIP.

## ELIGIBILITY

CTA APPLICATION FORMS ARE SHOWN AS EXHIBIT G. A SPANISH VERSION OF CTA APPLICATIONS IS NOW BEING PREPARED. RESIDENTS OF THE SERVICE AREA ARE ELIGIBLE IF THEIR PHYSICIAN CERTIFIES THEY ARE BOTH DEAF AND BLIND OR IF THEY ARE PHYSICALLY UNABLE TO CLIMB ABOARD A STANDARD FIXED-ROUTE BUS. AS OF JANUARY, 1987 THERE WERE APPROXIMATELY 12,661 CERTIFIED RIDERS.



CTA STAFF PLANS TO "PROFESSIONALIZE" THE CERTIFICATION FUNCTION BY CONTRACTING FOR PROFESSIONALLY TRAINED PHYSICAL THERAPISTS AND/OR PHYSICIANS TO CONDUCT EXAMINATIONS OF APPLICANTS AT ACCESSIBLE SITES. CTA WILL WORK CLOSELY WITH THE DISABLED COMMUNITY AND THE CONTRACTED PROFESSIONALS TO INSURE ALL PERSONS NEEDING THE SERVICE CAN USE SPECIAL SERVICE.

SPECIAL SERVICE RIDERS PRESENT A BROAD RANGE OF DISABILITIES INCLUDING, BUT NOT LIMITED TO, SEVERE ARTHRITIS, PARAPLEGIA, QUADRIPLÉGIA, RHEUMATOID ARTHRITIS, OSTEOPOROSIS, MUSCULAR DYSTROPHY, EXTREME OBESITY, ETC.

#### COMPLAINTS/COMMENDATIONS

CTA ASKS RIDERS TO REGISTER ALL COMPLAINTS AND COMMENDATIONS THROUGH THE AUTHORITY. THIS ACTS AS A BAROMETER OF SERVICE QUALITY AND ENSURES THAT COMPLAINTS ARE HANDLED FAIRLY AND CONSISTENTLY. A PHONE NUMBER FOR COMPLAINTS/COMMENDATIONS AND INQUIRIES IS PUBLICIZED ON THE CTA "RIDER GUIDE" AND ON A SPECIAL SERVICE INFORMATION CARD DISTRIBUTED TO ALL RIDERS, (EXHIBIT B II).

#### DRIVERS AND VEHICLES

WHILE DRIVERS ARE EMPLOYEES OF THE CARRIERS AND VEHICLES ARE CARRIER'S PROPERTY, CTA CERTIFIES ALL DRIVERS AND EQUIPMENT BEFORE ALLOWING THEIR USE IN THE SPECIAL SERVICE PROGRAM.

DRIVERS - MOTOR VEHICLE RECORDS FROM THE STATE OF ILLINOIS ARE REVIEWED EVERY 6 MONTHS TO INSURE CONTINUED COMPLIANCE WITH CTA BUS DRIVER SAFETY STANDARDS. EACH DRIVER MUST COMPLETE DEFENSIVE DRIVING AND SENSITIVITY TRAINING. ALL DRIVERS ARE ISSUED PHOTO I.D.'S WHICH ARE TO BE DISPLAYED WHENEVER THEY DRIVE FOR SPECIAL SERVICE.

VEHICLES - SEDANS AND STATIONWAGONS MAY BE NO MORE THAN THREE MODEL YEARS OLD; VANS AND BUSES NO MORE THAN FIVE. EACH VEHICLE IS INSPECTED TO INSURE COMPLIANCE WITH CTA SPECIFICATIONS AND MUST RECEIVE TWICE YEARLY IDOT INSPECTIONS. EACH VEHICLE IS INSPECTED PRIOR TO ACCEPTANCE BY CTA AND IF IT



MEETS THE VEHICLE STANDARDS A CTA SPECIAL SERVICE IDENTIFICATION STICKER IS PLACED ON THE VEHICLE SO PASSENGERS CAN BE ASSURED THE VEHICLE MET CTA STANDARDS.

#### OUT-OF-TOWN VISITORS

WITH AT LEAST ONE WEEK'S NOTICE, CTA WILL PROVIDE SPECIAL SERVICE CERTIFICATION AND TRIPS FOR OUT-OF-TOWNERS. VISITORS MAY WRITE TO CTA SPECIAL SERVICES, 1200 W. WASHINGTON BLVD., CHICAGO, ILLINOIS 60607 AND/OR CALL CTA AT (312) 527-1700.TTY (FOR THE HEARING-IMPAIRED) (312) 226-3708.



### SECTION III

#### SERVICE DEMAND AND DEMOGRAPHIC PROFILE OF THE DISABLED

IN 1978, THE DEPARTMENT OF PUBLIC WORKS, CITY OF CHICAGO, UNDERTOOK AN EXTENSIVE RANDOM DIGIT TELEPHONE SURVEY OF THE TRANSPORTATION NEEDS OF THE DISABLED. DAVE CONSULTING, INC., CTA'S CONSULTANTS FOR THE SPECIAL SERVICES ANALYSIS, BELIEVES THIS IS SOME OF THE BEST DATA AVAILABLE NATIONALLY (EVEN THOUGH IT DOES NOT INCLUDE NURSING HOMES OR OTHER INSTITUTIONALIZED MEMBERS OF THE POPULATION).

#### SUMMARY-CITY OF CHICAGO DEPT. OF PUBLIC WORKS, A SURVEY OF MOBILITY-LIMITED PERSONS, 1978

- THERE ARE 113,000 MOBILITY-LIMITED IN CHICAGO. A PERSON IS DEFINED AS MOBILITY-LIMITED IF HE/SHE HAS DIFFICULTY USING A FIXED-ROUTE BUS (SEE EXHIBIT H). 1980 CENSUS FIGURES CONFIRM THESE ESTIMATES ARE REASONABLE.
- 31,000 ARE SEVERELY MOBILITY-LIMITED, WHICH MEANS THEY CANNOT USE A CTA BUS AT ALL OR ONLY WITH GREAT DIFFICULTY.
- ABOUT 20,000 PERSONS OF THE 31,000 SEVERELY MOBILITY-LIMITED CANNOT USE A CTA BUS AT ALL (DUE TO PHYSICAL LIMITATIONS).
- THE MOBILITY-LIMITED COMPRISE ABOUT 3.55% OF THE POPULATION. 2.58% ARE MODERATELY MOBILITY-LIMITED AND JUST LESS THAN 1% ARE SEVERELY MOBILITY-LIMITED (SEE EXHIBIT I). THE REASONABLENESS OF THESE FIGURES WAS CONFIRMED BY THE 1980 CENSUS WHICH DETERMINED THERE WERE 110,500 PERSONS WITH DISABILITIES WHICH MADE USE OF PUBLIC TRANSPORTATION DIFFICULT OR IMPOSSIBLE.
- THE SEVERELY MOBILITY-LIMITED ARE MUCH OLDER THAN THE GENERAL POPULATION. IN FACT, THEIR MEDIAN AGE IS 71. THIS MEANS





HALF ARE OLDER THAN 71. MOST DISABLED PERSONS ARE NOT YOUNG WHEELCHAIR USERS, BUT RATHER FRAIL AND ELDERLY.

- MANY ARE ECONOMICALLY DISADVANTAGED.
- 68.5% OF THE SEVERELY MOBILITY-LIMITED DRIVE OR HAVE ACCESS TO AN AUTOMOBILE. THIS MEANS THEY HAVE SOMEONE WILLING TO DRIVE THEM. THIS IS NOT UNLIKE THE GENERAL POPULATION IN THE DEGREE OF TRANSIT DEPENDENCY. IN CHICAGO, ABOUT 60% OF THE ABLE-BODIED POPULATION DID HAVE ACCESS TO AN AUTOMOBILE TO MAKE A TRIP (PER THE 1980 CENSUS).
- IN SPITE OF THE PERCEPTION OF DISABLED INDIVIDUALS BEING PRIMARILY WHEELCHAIR USERS, 88% OF THE SEVERELY MOBILITY-LIMITED CAN USE CABS OR SEDANS. THESE INDIVIDUALS USE CANES, WALKERS, CRUTCHES, ETC. OR CAN TRANSFER FROM THEIR WHEELCHAIR. THUS, A CONTRACTED SERVICE WHICH RELIES ON CAB COMPANIES, SEDANS, AND STATIONWAGONS (WITHOUT SPECIALIZED VANS OR BUSES) COULD SERVICE MOST OF THIS GROUP; SPECIALLY-EQUIPPED BUSES AND VANS WOULD ONLY BE REQUIRED FOR 12% (SEE EXHIBIT J).
- 32.1% OF THE SEVERELY MOBILITY-LIMITED WHEN ASKED IF THEY FELT THEY WOULD BE ABLE TO USE A REGULAR CTA BUS WITH A LIFT, REPLIED THEY COULD NOT DO SO AT ALL.
- CTA CONTACTED THE DEPARTMENT OF HEALTH TO DETERMINE THE NUMBER OF NURSING HOME RESIDENTS. THERE ARE APPROXIMATELY 17,500 NURSING HOME RESIDENTS IN CHICAGO (SEE EXHIBIT K).

#### DEMAND FOR SERVICE

- THE SEVERELY MOBILITY-LIMITED MAKE FEWER DAILY TRIPS THAN THE MODERATELY DISABLED OR NON-DISABLED (SEE EXHIBIT L). THIS LOW DAILY TRIP RATE IS A REFLECTION OF THE FACT THAT 64.0%



ARE RETIRED AND HAVE A LOWER INCOME STATUS. SOURCE: CITY OF CHICAGO DEPT. OF PUBLIC WORKS A SURVEY OF MOBILITY-LIMITED PERSONS, 1978.

- 49 SOCIAL SERVICE AGENCIES IN CHICAGO PROVIDE OR FUND TRANSPORTATION SERVICE FOR THEIR CLIENTS. MOST AGENCIES RESTRICT TRIP PURPOSES AND TRANSPORTATION IS NOT THEIR PRIMARY MISSION. THE UPSHOT OF THIS IS THAT THERE IS MUCH UNUSED CAPACITY. WE HAVE BEEN UNABLE TO OBTAIN RIDERSHIP OR BUDGET INFORMATION ON THESE SERVICES. SOURCE: DIRECTORY OF SPECIAL TRANSPORTATION SERVICES, RTA, 1984.
- AS OF JANUARY, 1987 THERE WERE OVER 12,500 PERSONS REGISTERED AS SPECIAL SERVICE USERS.
- SPECIAL SERVICE USE HAS GROWN TREMENDOUSLY, 382% SINCE THE START OF THE CONTRACT OPERATION. THIS GROWTH IS DEPICTED ON PSPP-x87010 AND SSP-x87006 (EXHIBITS M & N). CURRENTLY RIDERSHIP IS (FEBRUARY, 1987) ALMOST 2200 PER WEEKDAY OR 56,000 A MONTH.
- THE CTA BUDGETED FOR A 3% COMPOUNDED GROWTH MONTHLY IN CALENDAR YEAR 1987. THE RAPID INCREASE IN RIDERSHIP GROWTH DURING 1986 IS UNPRECEDENTED. REAL DEMAND FOR SERVICE MAY BE MORE OR LESS THAN ESTIMATED.



SECTION IV  
OPTIONS FOR COMPLIANCE

INTRODUCTION

THE FEDERAL RULES SUGGEST THREE METHODS OF PROVIDING SERVICE FOR THE DISABLED: LIFT-EQUIPPED FIXED-ROUTE BUSES OPERATED EITHER AS A FLEET OR ON AN ADVANCE-RESERVATION BASIS, PARATRANSIT, OR A COMBINATION OF FIXED-ROUTE ACCESSIBLE BUSES WITH PARATRANSIT. CTA, AS DESCRIBED BELOW, HAS CHOSEN TO EXPAND ITS PARATRANSIT SYSTEM. OTHER MODES ARE ALSO DESCRIBED AND EVALUATED, INCLUDING RAPID TRANSIT (RAIL) ACCESSIBILITY WHICH, THOUGH NOT REQUIRED BY NEW RULES, STILL DESERVES REVIEW.

ONE METHOD TO MEET THE URBAN MASS TRANSPORTATION'S ADMINISTRATION SECTION 504 RULES IS TO PUT LIFTS ON FIXED-ROUTE BUSES. THE RULES PRESCRIBE THE FOLLOWING MINIMUM CRITERIA FOR ACCESSIBLE BUS SYSTEMS.

1. NUMBER OF BUSES. THE RECIPIENT SHALL OPERATE ON THE STREET A NUMBER OF ACCESSIBLE BUSES SUFFICIENT TO MEET THE OTHER SERVICE CRITERIA OF SUBPARAGRAPHS (2) AND/OR (3) OF THIS PARAGRAPH, AS APPLICABLE.

2. CRITERIA FOR SCHEDULED ACCESSIBLE BUS SYSTEMS.

A. HOURS AND DAYS OF SERVICE. SCHEDULED ACCESSIBLE BUS SERVICE SHALL BE AVAILABLE THROUGHOUT THE SAME HOURS AND DAYS AS THE RECIPIENT'S BUS SERVICE FOR THE GENERAL PUBLIC. THE SERVICE SHALL BE PROVIDED AT REASONABLE INTERVALS THAT MAKE PRACTICABLE THE READY USE OF THE ACCESSIBLE BUS SERVICE BY HANDICAPPED PERSONS.

B. SERVICE AREA. ACCESSIBLE BUS SERVICE SHALL BE PROVIDED ON ALL THE RECIPIENT'S BUS ROUTES ON WHICH A



NEED FOR ACCESSIBLE BUS SERVICE HAS BEEN ESTABLISHED THROUGH THE PLANNING AND PUBLIC PARTICIPATION PROCESS.

- C. FARES. THE FARE FOR A TRIP CHARGED A HANDICAPPED PERSON USING AN ACCESSIBLE BUS SHALL BE NO HIGHER THAN THE FARE CHARGED OTHER USERS OF THE RECIPIENT'S BUS SERVICE FOR THE SAME TRIP. REDUCED, OFF-PEAK FARES FOR ELDERLY AND HANDICAPPED PERSONS SHALL BE IN EFFECT ON ACCESSIBLE BUSES.

### 3. CRITERIA FOR ON-CALL ACCESSIBLE BUS SERVICE.

- A. ELIGIBILITY. ALL PERSONS WHO, BY REASON OF HANDICAP ARE PHYSICALLY UNABLE TO USE THE RECIPIENT'S BUS SERVICE FOR THE GENERAL PUBLIC SHALL BE ELIGIBLE TO USE THE RECIPIENT'S ON-CALL ACCESSIBLE BUS SERVICE.
- B. RESPONSE TIME. THE RECIPIENT SHALL ENSURE THAT SERVICE IS PROVIDED TO A HANDICAPPED PERSON WHO REQUESTS IT WITHIN 24 HOURS OF THE REQUEST.
- C. RESTRICTIONS OR PRIORITIES BASED ON TRIP PURPOSE. THE RECIPIENT SHALL NOT IMPOSE PRIORITIES OR RESTRICTIONS BASED ON TRIP PURPOSE ON USERS OF THE ON-CALL ACCESSIBLE BUS SERVICE.
- D. FARES. THE FARE CHARGED A HANDICAPPED PERSON USING AN ACCESSIBLE BUS SHALL BE NO HIGHER THAN THE FARE CHARGED OTHER USERS OF THE RECIPIENT'S BUS SERVICE FOR THE SAME TRIP. REDUCED, OFF-PEAK FARES FOR ELDERLY AND HANDICAPPED PERSONS SHALL BE IN EFFECT ON ACCESSIBLE BUSES.
- E. HOURS AND DAYS OF SERVICE. ON-CALL ACCESSIBLE BUS SERVICE SHALL BE AVAILABLE THROUGHOUT THE SAME DAYS





AND HOURS AS THE RECIPIENT'S BUS SERVICE FOR THE  
GENERAL PUBLIC.

- F. SERVICE AREA. ON-CALL ACCESSIBLE BUS SERVICE,  
INCLUDING ALL BUSES NEEDED TO COMPLETE EACH HANDICAPPED  
PERSON'S TRIP, SHALL BE PROVIDED, UPON REQUEST, ON  
ALL THE RECIPIENT'S BUS ROUTES.

#### EVALUATION OF THE TWO LIFT-EQUIPPED BUS OPTIONS

CTA STAFF AND THE CHICAGO TRANSIT BOARD EXAMINED ON SEVERAL OCCASIONS  
THE INSTALLATION OF LIFTS ON FIXED ROUTE BUSES. THIS EXAMINATION HAS  
INCLUDED COMMENTS FROM USERS IN PUBLIC HEARINGS, A REVIEW OF CTA EXPERIENCE  
WITH LIFT-EQUIPPED CARPENTER BUSES, SURVEYS, A REVIEW OF THE LITERATURE,  
DISCUSSIONS WITH VENDORS, SITE VISITS AND DISCUSSIONS WITH OFFICIALS FROM  
VARIOUS TRANSIT PROPERTIES.

CTA HAS CONCLUDED THE FOLLOWING:

1. LIFT USE IN CITIES WITH LIFT-EQUIPPED BUSES IS EXTREMELY LOW  
(A TOTAL OF 562 USES PER DAY IN 13 CITIES SURVEYED COMPARED  
WITH 2,000 DAILY CTA SPECIAL SERVICE TRIPS).
2. THE INSTALLATION OF LIFTS ON FIXED-ROUTE BUSES IS NOT A COST-  
EFFECTIVE MEANS OF MEETING THE NEEDS OF THE DISABLED.
3. THE CAPITAL COST TO EQUIP THE 2247-VEHICLE CTA FLEET WITH  
LIFT EQUIPPED BUSES IS \$27,300,000 TO \$34,125,000 (\$12,000  
TO \$15,000 PER UNIT IN CONSTANT 1987 DOLLARS). THIS BECOMES  
A RECURRING COST, AS BUSES ARE REPLACED. FURTHERMORE, A LIFT  
MAY REQUIRE REPLACEMENT BEFORE A BUS IS RETIRED.
4. THE MINIMUM ESTIMATED ANNUAL OPERATING COST TO MAINTAIN LIFTS  
FOR A FLEET OF LIFT-EQUIPPED BUSES IS \$4,600,000.
5. THERE IS NO EXISTING LIFT THAT HAS BEEN PROVEN RELIABLE IN  
SEVERE WINTERS, SUCH AS CHICAGO OFTEN EXPERIENCES.



6. LIFT USE DECLINES DURING WINTER MONTHS IN CITIES WITH COLD, SNOWY WINTERS.
7. MANY DISABLED PERSONS WOULD BE UNABLE TO USE LIFT-EQUIPPED FIXED-ROUTE BUSES, DUE TO PHYSICAL INABILITY TO GET TO A BUS STOP, WEATHER, STREET CONDITIONS (LACK OF CURB CUTS), LACK OF STAMINA, ETC.
8. IT MAY NOT BE POSSIBLE TO PROPERLY SERVICE SOME "THREE WHEELER" USERS AND ELECTRIC WHEELCHAIR USERS.

THESE AND OTHER FINDINGS ARE MORE FULLY DETAILED IN PSPP-y87004, A SURVEY OF LIFT USE AND COSTS IN OTHER CITIES, AND PSPP-x87009, (EXHIBITS O & P I & II) AN EXAMINATION OF CTA PARATRANSIT VERSUS LIFTS ON BUSES AND IN OPTIONS FOR SERVING THE DISABLED COMMUNITY-A CTA STAFF PRESENTATION (APPENDED).

#### ON-CALL ACCESSIBLE BUS OPTION

THE ON-CALL ACCESSIBLE BUS OPTION IS A METHOD OF "MAINSTREAMING" DISABLED PERSONS ON REGULAR FIXED-ROUTE BUS SERVICE. RATHER THAN EQUIP THE ENTIRE CTA FLEET OR A LARGE PORTION OF THE FLEET WITH LIFTS, THE "ON-CALL ACCESSIBLE BUS OPTION" IS A MEANS OF REDUCING THE NUMBER OF BUSES EQUIPPED WITH LIFTS. RATHER THAN LIFT-EQUIP ALL BUSES ONLY THE NUMBER OF BUSES NEEDED TO MEET REQUESTS FOR SERVICE WOULD BE REQUIRED TO BE LIFT-EQUIPPED.

THE "CALL A BUS" CONCEPT AS IT IS PRACTICED IN WASHINGTON, D.C. REQUIRES RIDERS TO CALL THE TRANSIT AGENCY 24 HOURS AHEAD AND SCHEDULE THEIR TRIPS BY GIVING THE AGENCY THE ROUTE, TIME, AND LOCATION FOR WHICH THEY WISH TO BE PICKED UP. THE TRANSIT AUTHORITY, IN TURN, SENDS OUT THREE ACCESSIBLE BUSES OVER A REGULAR ROUTE TO TRANSPORT THE RIDERS. THE BUSES ARE SCHEDULED FOR THE INTERVAL AT THE TIME REQUESTED, AND FOR THE INTERVAL IMMEDIATELY BEFORE



AND AFTER THE SCHEDULED PICKUP ALONG THE ROUTE IN CASE THE RIDER ARRIVES EARLY, LATE OR THERE IS A PROBLEM ENROUTE BEFORE PICKING UP THE RIDER REQUIRING A LIFT.

WHILE THE "CALL A BUS" CONCEPT DOES "MAINSTREAM" THOSE DISABLED WHO CAN EFFECTIVELY UTILIZE LIFT-EQUIPPED BUSES, IMPLEMENTATION OF SUCH A PLAN IN CHICAGO WOULD POSE SPECIAL OPERATIONAL PROBLEMS. THE SCHEDULES OF MANY CTA BUS ROUTES ARE INTERLOCKED. THIS MEANS A SINGLE BUS MIGHT OPERATE OVER AS MANY AS 5 ROUTES IN A SINGLE DAY. SOME CTA ROUTES ARE OPERATED BY BUSES FROM SEVERAL GARAGES. CTA OPERATES A GRID SYSTEM, CONFORMING TO CHICAGO'S STREET PATTERN. NOT SURPRISINGLY, OVER 50% OF CTA REGULAR TRANSIT TRIPS INVOLVE A TRANSFER, FURTHER COMPLICATING SCHEDULING UNDER "CALL A BUS".

"CALL A BUS" ALSO REQUIRES A 24 HOUR RESERVATION, MAKING SPONTANEOUS TRAVEL BY THE DISABLED IMPOSSIBLE. CTA'S SPECIAL SERVICE CURRENTLY HAS AN EIGHT HOUR RESERVATION REQUIREMENT.

PRESENTLY, CTA SPECIAL SERVICE PROVIDES ABOUT 2,000 ONE-WAY TRIPS ON A TYPICAL WEEKDAY. AS OVER 50% OF CTA FIXED-ROUTE TRIPS INVOLVE A TRANSFER, THIS TRANSLATES INTO OVER 3,000 DAILY UNLINKED TRIPS, IF THE ACCESSIBLE SYSTEM WERE AS EFFECTIVE AS PARATRANSIT. IT WOULD BE EASIER AND MORE COST EFFECTIVE TO MAKE THE ENTIRE FLEET ACCESSIBLE, THAN TO OPERATE "CALL A BUS" ON SUCH A BASIS.

#### PARATRANSIT OPTION--CTA'S PROPOSED PLAN

CTA HAS DECIDED TO MEET THE MAIN ELEMENT OF THE FEDERAL RULES, "NONDISCRIMINATION ON BASIS OF HANDICAP IN DEPARTMENT OF TRANSPORTATION FINANCIAL ASSISTANCE PROGRAMS" BY CONTINUING, IMPROVING, & EXPANDING ITS SPECIAL SERVICE PROGRAM. THIS PROGRAM IS ONE OF THE LARGEST OF ITS KIND IN THE UNITED STATES WITH A 1987 ANNUAL SERVICE BUDGET OF \$9,600,000 IN ADDITION TO \$500,000 IN ADMINISTRATIVE COSTS.



## KEY FEATURES

THE KEY FEATURES OF THE CURRENT CTA SPECIAL SERVICE "RIDER CHOICE" SYSTEM WHICH CTA PROPOSES TO LEAVE UNCHANGED ARE:

-CTA WILL CONTRACT WITH MULTIPLE CARRIERS.

THE USE OF SEVERAL CONTRACTORS OPERATING OVER THE SAME SERVICE AREA HAS BOTH THE NEAR-TERM IMPACT OF INCREASING COMPETITION AND SERVICE QUALITY AND THE LONG-TERM IMPACT OF REDUCING PRICE.

-RIDERS WILL CONTINUE TO CALL THE "CARRIER OF THEIR CHOICE" TO ARRANGE TRANSPORTATION.

THE "RIDER CHOICE" ELEMENT OF SPECIAL SERVICE ALLOWS EACH RIDER TO CHOOSE THE CARRIER THAT BEST MEETS HIS/HER NEEDS. NO ONE IS BETTER QUALIFIED THAN THE USER TO DETERMINE THIS. ALLOWING THE RIDER TO CALL THE CARRIER TO ARRANGE TRANSPORTATION ALSO ELIMINATES THE NEED FOR CTA TO HANDLE SCHEDULING, THUS SAVING FUNDS FOR SERVICE RATHER THAN ADMINISTRATION. IT LETS THE RIDERS REWARD THE BEST PROVIDERS, AND GIVES THE OTHERS INCENTIVE TO IMPROVE.

-SERVICE QUALITY WILL BE MONITORED BY CTA AND IMPROVED OVER TIME.

CTA HAS SERVICE QUALITY STANDARDS DESIGNED TO MEET THE NEEDS OF OUR RIDERS AND INSURE THEIR SAFETY. CTA WILL CONTINUE TO REQUIRE THAT:

- A. SPECIAL SERVICE OPERATORS MEET OR EXCEED STANDARDS FOR AGE, DRIVING RECORDS, AND FORBIDDING USE OF DRUGS OR ALCOHOL OF REGULAR CTA BUS OPERATORS.
- B. DRIVER TRAINING AND SENSITIVITY TRAINING ARE REQUIRED.
- C. VEHICLES MEET CTA SAFETY GUIDELINES.
- D. ON-TIME PERFORMANCE STANDARDS IMPROVE.
- E. THE MANY OTHER STANDARDS (E.G. INSURANCE) EMBODIED IN CTA'S CURRENT CONTRACT ARE MAINTAINED.





F. CARRIERS ATTEND MEETINGS OF CTA ADVISORY COMMITTEE ON SERVICES FOR THE DISABLED TO SOLICIT THE INPUT OF THE RIDERS.

-CARRIERS WILL HANDLE RESERVATIONS AND DISPATCH THEIR OWN TRIPS.

CTA'S SPECIAL SERVICE PROGRAM CONTRACTS WITH FOUR CARRIERS TO PROVIDE DOOR-TO-DOOR SERVICE. EACH HAS ITS OWN DISPATCH METHODS. PRESENTLY, NO KNOWN COMPUTER PROGRAMS EXIST TO DISPATCH TRIPS MORE EFFICIENTLY THAN CTA'S CONTRACT CARRIERS DO. OVER 2,000 TRIPS ARE PROVIDED ON A TYPICAL WEEKDAY, ABOUT 56,000 TRIPS A MONTH. ALLOWING CARRIERS TO DISPATCH/SCHEDULE THEIR OWN TRIPS ALSO FIRMLY ESTABLISHES RESPONSIBILITY FOR THE TRIP WHERE IT BELONGS, WITH THE SERVICE PROVIDER.

SERVICE CRITERIA

FEDERAL REGULATIONS HAVE ESTABLISHED SIX SERVICE CRITERIA CTA MUST MEET IF IT CHOOSES THE SPECIAL SERVICE OPTION. CTA BELIEVES IT PRESENTLY MEETS FOUR OF THE SIX CRITERIA. THE SIX SERVICE CRITERIA ARE:

- ALL PERSONS WHO, BY REASON OF HANDICAP, ARE PHYSICALLY UNABLE TO USE THE RECIPIENT'S BUS SERVICE FOR THE GENERAL PUBLIC MUST BE ELIGIBLE TO USE THE SERVICE FOR HANDICAPPED PERSONS.
- SERVICE FOR DISABLED PERSONS MUST OPERATE DURING THE SAME DAYS AND HOURS AS THE BUS SERVICE FOR THE GENERAL PUBLIC.
- SERVICE FOR DISABLED PERSONS MUST BE AVAILABLE THROUGHOUT THE SAME SERVICE AREA AS THE BUS SERVICE FOR THE GENERAL PUBLIC.
- RESTRICTIONS OR PRIORITIES BASED ON TRIP PURPOSE ARE PROHIBITED.
- SPECIAL SERVICE FARES MUST BE COMPARABLE TO THOSE CHARGED FOR A SIMILAR TRIP ON THE BUS SERVICE FOR THE GENERAL PUBLIC. ACCESSIBLE BUS FARES FOR DISABLED PERSONS CAN BE NO HIGHER THAN THOSE CHARGED OTHER RIDERS.



-IN DEMAND-RESPONSIVE MODES, SERVICE MUST BE PROVIDED WITHIN 24 HOURS OF AN ELIGIBLE DISABLED PERSON'S REQUEST FOR IT.

CTA BELIEVES ITS PARATRANSIT PROGRAM IS IN COMPLIANCE WITH FOUR OF THESE CRITERIA AS FOLLOWS:

### ELIGIBILITY

CTA SPECIAL SERVICE IS AVAILABLE TO ANY PERSON WHOSE PHYSICAL CONDITION PROHIBITS THE BOARDING OF STANDARD TRANSIT BUSES. THE STATEMENT OF A LICENSED PHYSICIAN AND A NOTE ON THE PHYSICIAN'S PROFESSIONAL STATIONERY OR PRESCRIPTION BLANK MUST BE SUBMITTED BY THE CLIENT ALONG WITH COMPLETED APPLICATION FORMS. CTA WILL ACCEPT PERSONS WHO ARE BOTH LEGALLY BLIND AND DEAF BUT DOES NOT CERTIFY ON THE BASIS OF ADVANCED AGE OR MENTAL IMPAIRMENT UNLESS A PHYSICAL DISABILITY IS ALSO PRESENT.

EACH CERTIFIED RIDER IS ALLOWED TO BE ACCOMPANIED BY AN ATTENDANT. CTA DOES REQUIRE THAT CERTAIN DISABLED CLIENTS WHO NEED DIRECTION AND ASSISTANCE MUST BRING AN ATTENDANT. USUALLY SUCH RIDERS ARE RETARDED OR SENILE.

12,661 PERSONS AS OF JANUARY, 1987 WERE CERTIFIED TO USE THE SERVICE AND APPROXIMATELY 500 NEW CLIENTS ARE BEING CERTIFIED EACH MONTH.

CTA IS PRESENTLY DEVELOPING PLANS TO ESTABLISH CERTIFICATION SITES AT CONVENIENT CITY LOCATIONS WHERE APPLICANTS FOR SPECIAL SERVICE WILL BE EXAMINED BY LICENSED PHYSICAL THERAPISTS.

CTA ALSO PLANS TO HAVE ITS MANY AMBULATORY CLIENTS RE-EXAMINED AT THESE CERTIFICATION SITES TO DETERMINE CLIENTS' CONTINUING NEED FOR PARATRANSIT SERVICES.



CERTIFICATION AND RE-CERTIFICATION UNDER AGENCY CONTROL IS A PRUDENT MANAGEMENT MEASURE TO GUARD AGAINST ABUSE. CTA'S ADVISORY COMMITTEE ON SERVICES FOR THE DISABLED HAS APPROVED THE CONCEPT OF RECERTIFICATION.

CTA BELIEVES THESE STANDARDS AND PROCEDURES FULFILL THE ELIGIBILITY REQUIREMENTS OF THE FEDERAL RULE.

### SERVICE HOURS

SPECIAL SERVICE IS AVAILABLE THROUGHOUT THE CITY OF CHICAGO EACH DAY OF THE YEAR BETWEEN 5:00 A.M. AND 1:00 A.M. THE FOLLOWING DAY. THE SPECIAL SERVICE SUBURBAN DEMONSTRATION AREA IS SERVED BY CTA CARRIERS BETWEEN 5:00 A.M. AND 9:00 P.M. MONDAY THROUGH SATURDAY WITH NO SUNDAY OR HOLIDAY SERVICE.

AT PRESENT LESS THAN 3% OF SPECIAL SERVICE TRIPS ARE PERFORMED AFTER 9:00 P.M. CTA EMPLOYS A SINGLE VENDOR TO SERVE THESE TRIPS CITY-WIDE BETWEEN 9:00 P.M. AND 1:00 A.M.

THE SECOND SPECIAL SERVICE CONTRACT WITH PRIVATE VENDORS WILL COMMENCE OCTOBER 20, 1987. THIS CONTRACT WILL INCLUDE TWENTY-FOUR HOUR SERVICE, EACH DAY OF THE YEAR, FOR THE CITY OF CHICAGO.

WITH THE ADOPTION OF TWENTY-FOUR HOUR SERVICE, CTA WILL BE IN COMPLIANCE WITH THE FEDERAL SERVICE-HOUR CRITERION. THIS EXPANSION WAS APPROVED BY THE CTA BOARD AT ITS FEBRUARY, 1987 MEETING.

SERVICE HOURS IN THE SUBURBAN DEMONSTRATION AREA WILL BE AGREED UPON WITH THE REGIONAL TRANSPORTATION AUTHORITY.

CTA INTENDS ALSO, AS DESCRIBED BELOW, TO DEVELOP, IN CONCERT WITH OTHER AGENCIES, AN UNDERSTANDING AND AGREEMENT ON THE SERVICE AREAS APPROPRIATE TO EACH AGENCY, THE MEANS FOR TRANSPORTING RIDERS ACROSS SERVICE BOUNDARIES AND THE SERVICE HOURS TO BE OPERATED IN



SUBURBAN AREAS. BECAUSE THESE ISSUES ARE ALL RELATED, THEY WILL BE TAKEN UP IN THE FOLLOWING DISCUSSION OF SERVICE AREA.

### SERVICE AREA

PRESENT CTA SPECIAL SERVICE IS AVAILABLE THROUGHOUT THE 225 SQUARE MILES OF THE CITY OF CHICAGO IN ADDITION TO SEVEN WESTERN SUBURBS WHERE SERVICE IS PROVIDED BY CTA CARRIERS ON A DEMONSTRATION BASIS BY SPECIAL AGREEMENT WITH PACE, RTA, AND CTA. SINCE ITS 1947 FORMATION THE CHICAGO TRANSIT AUTHORITY HAS PROVIDED NECESSARY CONNECTIONS WHEREBY SUBURBS AND CHICAGO HAVE PURSUED MUTUAL ECONOMIC AND SOCIAL GROWTH. THIS HAS INVOLVED THE EXTENSION OF CTA BUS AND RAIL LINES INTO SOME SUBURBAN COMMUNITIES AND PERIPHERAL SERVICE PROVIDED TO THE BORDERS OF MANY OTHERS.

FEDERAL RULES DESCRIBE TWO MEANS BY WHICH AGENCIES MAY ARRIVE AT APPROPRIATE SERVICE AREAS: 1) INCLUSION OF THE TERRITORY WITHIN A GREAT CIRCLE ENCOMPASSING THE REGULAR BUS ROUTES OPERATED BY A RECIPIENT OR 2) CONNECTING THE OUTER TERMINI OF REGULAR BUS ROUTES.

CTA AND THE RTA DO NOT BELIEVE EITHER METHOD CAN BE SUCCESSFULLY APPLIED TO THE CHICAGO AREA BECAUSE BOUNDARIES DRAWN BY EITHER METHOD WOULD INTERSECT MUNICIPAL BORDERS USED TO DEFINE SERVICE AREAS (SOME OF WHICH ARE ALSO WITHIN THE JURISDICTION OF THE SUBURBAN BUS DIVISION OF THE REGIONAL TRANSPORTATION AUTHORITY (PACE), AND SOME OF THE CHICAGO TRANSIT AUTHORITY). PACE PRESENTLY FUNDS MANY TOWNSHIP-RUN PARATRANSIT SERVICES BORDERING CHICAGO AND THE CIRCLE METHOD WOULD HAVE CTA SERVE PARTS OF DUPAGE COUNTY, WHICH LEGISLATIVELY IT IS PROHIBITED FROM DOING.

THE REGIONAL TRANSPORTATION AUTHORITY AND ITS OPERATING BOARDS: CTA, PACE (SUBURBAN BUS SERVICE), AND METRA (COMMUTER RAIL) REALIZE





THE COMPLEXITY AND IMPORTANCE OF THE SERVICE AREA ISSUE, ESPECIALLY THE NEED TO ESTABLISH TRANSFER METHODS FOR DISABLED PERSONS TO REACH DISTANT LOCATIONS IN A MANNER COMPARABLE TO WHAT CAN BE UNDERTAKEN BY OTHER TRAVELLERS.

CTA HAS SOLICITED AND RECEIVED PUBLIC COMMENTS ON PREFERRED SUBURBAN DESTINATIONS AND WILL INCORPORATE THESE IN DISCUSSIONS WITH OTHER AGENCIES. ADDITIONAL PUBLIC COMMENTS ARE WELCOME.

TO RESOLVE SERVICE AREA ISSUES IN A FAIR AND TIMELY FASHION THIS PLAN PROPOSES THE CREATION OF AN "INTERAGENCY COORDINATING COMMITTEE". THIS GROUP WOULD CONSIST OF PLANNING STAFF DRAWN FROM CTA, PACE, RTA, AND METRA AND WOULD INCLUDE THE PARTICIPATION OF DISABLED CONSUMERS. A DISABLED CONSUMER WOULD BE CHOSEN BY THE CHAIRMAN OF EACH AGENCY WITH THE CHOICE SUBJECT TO APPROVAL BY THE CHAIRMAN OF THE REGIONAL TRANSPORTATION AUTHORITY.

THE GROUP WOULD BE CHARGED WITH RECOMMENDING SERVICE AREA BOUNDARIES AND HOURS OF SERVICES AND DEVELOPING METHODS AND STANDARDS FOR CONNECTIONS AND TRANSFERS BETWEEN SERVICES.

THIS GROUP WOULD START DELIBERATIONS IN MID-SUMMER 1987 AND MAKE ITS CTA-RELATED RECOMMENDATIONS NOT LATER THAN THE END OF CALENDAR YEAR 1987. FEASIBLE IMPLEMENTATION DATES WILL ALSO BE A FOCUS OF CONCERN. COMMITTEE DECISIONS WILL BE OFFERED FOR PUBLIC REVIEW AND COMMENT.

CTA BELIEVES THE INTERAGENCY COORDINATING COMMITTEE IS THE BEST METHOD TO REACH COMPLIANCE WITH THE SERVICE AREA RULE AS SWIFTLY AS POSSIBLE WITH THE GREATEST AMOUNT OF PUBLIC PARTICIPATION.

#### TRIP PURPOSES

LESS SEVERELY DISABLED PERSONS AND ELDERLY PERSONS WHO ARE CAPABLE OF BOARDING STANDARD BUSES ARE ABLE TO TRAVEL FOR ANY



PURPOSE. SIMILARLY, CTA PLACES NO RESTRICTIONS WHATEVER ON THE PURPOSES OF TRIPS MADE ON ITS SPECIAL SERVICE SYSTEM. WHILE MANY TRIPS ARE FOR DIALYSIS AND OTHER MEDICAL PURPOSES, MANY ARE MADE FOR SHOPPING, RECREATION, AND EDUCATION.

CTA REGARDS ITSELF AS IN FULL COMPLIANCE WITH THIS REQUIREMENT.

## FARES

ALL ELDERLY PERSONS AND DISABLED PERSONS REGARDLESS OF AGE ARE PROVIDED FARE REDUCTIONS OF APPROXIMATELY 50% ON CTA FIXED-ROUTE BUS AND RAPID-TRANSIT SERVICES AND ARE GIVEN A DISCOUNTED PRICE FOR TRANSFERS.

SIMILAR REDUCTIONS ARE PROVIDED ELDERLY AND DISABLED PERSONS WHO PURCHASE TOKENS AND MONTHLY OR BI-WEEKLY PASSES FOR USE ON THE FIXED-ROUTE SYSTEM.

CTA'S SPECIAL SERVICE PARATRANSIT FARES HAVE CONSISTENTLY BEEN HELD EQUAL TO CTA FULL BUS FARE EVEN THOUGH THE NATURE OF DEMAND-RESPONSE SERVICE OPERATION SUGGESTS THE DOOR-TO-DOOR PARATRANSIT SERVICE IS A "PREMIUM" SERVICE.

THIS FARE IS PRESENTLY 90 CENTS PER TRIP AND CLIENTS MAY ALSO PURCHASE FULL-FARE MONTHLY PASSES (\$46.00) OR FULL-FARE TOKENS (TEN FOR \$8.50).

SPECIAL SERVICE FARES HAVE NEVER BEEN HIGHER THAN FULL STANDARD BUS FARE ALTHOUGH CTA DOES HAVE A DIFFERENTIAL FARE STRUCTURE WITH HIGHER BASE FARES FOR RAPID TRANSIT SERVICE AND SURCHARGES FOR EXPRESS BUS AND EXPRESS RAIL OPERATIONS.

CTA BELIEVES ITS FULL-STANDARD-BUS FARE POLICY FOR SPECIAL SERVICE PARATRANSIT OPERATIONS IS IN FULL COMPLIANCE WITH THE FEDERAL CRITERION. CTA PLANS TO CONTINUE THIS FARE EQUIVALENCE.



## RESERVATION REQUIREMENT

BEFORE CONVERSION TO PRIVATE ENTERPRISE OPERATION OF THE SPECIAL SERVICE PROGRAM IN OCTOBER, 1985, CTA PARATRANSIT SERVICES OPERATED ON A TWENTY-FOUR HOUR RESERVATION BASIS WHICH ENTAILED A GOOD DEAL OF INCONVENIENCE FOR CLIENTS. A SUBSTANTIAL NUMBER OF TRIPS WERE REFUSED BECAUSE OF LACK OF CAPACITY. THE PRIME ADVANTAGES OF THE PRESENT CONTRACTUAL SYSTEM HAVE BEEN ITS CAPACITY TO ACCEPT RESERVATIONS TO WITHIN EIGHT HOURS OF A TRIP AND ITS ABILITY TO ADD CAPACITY TO MEET DEMAND. CTA BELIEVES THAT EIGHT HOURS IS THE MINIMUM TIME NEEDED BY VENDORS TO ADEQUATELY SCHEDULE TRIPS.

SPECIAL SERVICE CLIENTS ARE ABLE TO SCHEDULE TRIPS WITH AS LITTLE ADVANCE NOTICE AS EIGHT HOURS AND AS MUCH AS A FULL DAY. IT IS THEORETICALLY POSSIBLE FOR A CLIENT TO CALL AT 5:00 A.M TO RESERVE A TRIP TO BE PERFORMED AT 1:00 A.M OF THE DAY FOLLOWING, THUS PROVIDING A 43-HOUR ADVANCE RESERVATION IF NEEDED. MOST CLIENT RESERVATIONS, HOWEVER, ARE PLACED 8-24 HOURS IN ADVANCE.

CTA ALSO PROVIDES A "SUBSCRIPTION" SERVICE FOR CLIENTS WHO TRAVEL FREQUENTLY TO SET LOCATIONS AT SET TIMES. THESE CLIENTS CAN HAVE THEIR TRIPS PROVIDED WITHOUT HAVING TO MAKE DAILY CALLS. ABOUT 20% OF SPECIAL SERVICE TRIPS ARE RESERVED IN THIS MANNER.

THE ECONOMICS OF PRIVATE OPERATION HAVE ALLOWED CTA TO MEET NEARLY ALL CONSUMER SERVICE REQUESTS SINCE THE FALL OF 1985. CTA BELIEVES ITS RESERVATION REQUIREMENT IS IN FULL COMPLIANCE WITH THE FEDERAL TRIP RESERVATION RULE.

## FINANCING THE SPECIAL SERVICE PROGRAM

CTA BELIEVES ITS CHOICE OF EXPANDED AND IMPROVED PARATRANSIT SERVICE WILL PROVIDE THE GREATEST POSSIBLE AMOUNT OF SERVICE TO DISABLED RIDERS



WHILE RESPECTING THE AUTHORITY'S FINANCIAL REALITIES.

THE PARATRANSIT OPTION CTA HAS CHOSEN IS THE MOST REALISTIC METHOD OF MEETING CONSUMER DEMAND. OTHER COMPLIANCE FORMS, OVER TIME, MIGHT HAVE LOWER TOTAL COSTS TO THE AUTHORITY BUT COULD NOT PROVIDE ADEQUATE LEVELS OF SERVICE.

THE DEPARTMENT OF TRANSPORTATION HAS SET AN UPPER LIMIT ON THE AMOUNT TRANSIT AGENCIES CAN BE REQUIRED TO EXPEND ON SERVICES FOR THE DISABLED. THIS IS CALCULATED TO BE THREE PERCENT OF AN AGENCY'S OPERATING BUDGET AVERAGED DURING A THREE YEAR PERIOD. THE LIMIT IS IN FORCE AND EFFECT AT THE END OF THE SIX-YEAR COMPLIANCE PERIOD PRESCRIBED BY THE FEDERAL RULE. FOR CTA, THE DOLLAR VALUE OF SUCH A LIMIT CAN BE ESTIMATED AS FOLLOWS:

<u>YEAR</u>	<u>OPERATING BUDGET</u>	<u>THREE YEAR AVERAGE OPER. BUDGET</u>	<u>THREE PERCENT EXPENDITURE</u>
1985	\$599,323,138 <sup>1</sup>	N/A	N/A
1986	\$601,371,168 <sup>2</sup>	N/A	N/A
1987	\$631,340,000 <sup>3</sup>	\$606,451,317	\$18,320,343
1988	\$643,346,000 <sup>3</sup>	\$625,382,389	\$18,761,472
1989	\$652,324,000 <sup>3</sup>	\$642,366,667	\$19,271,000

FEDERAL RULES ALLOW THE INCLUSION OF THE FOLLOWING TOWARDS THE THREE PERCENT REQUIREMENT:

1. CAPITAL AND OPERATING COSTS FOR SPECIAL SERVICE SYSTEMS;
2. ADMINISTRATIVE COSTS DIRECTLY ATTRIBUTABLE TO COORDINATING SERVICES FOR HANDICAPPED PERSONS;
3. INCREMENTAL COSTS OF TRAINING THE RECIPIENT'S PERSONNEL TO PROVIDE SERVICES TO HANDICAPPED PERSONS;

1. FROM CTA'S SECTION 15 REPORT TO UMTA FOR 1985.

2. FROM CTA'S 12TH PERIOD ENDED DEC. 27, 1986 FINANCIAL STATEMENTS P.1.05.

3. FROM CTA'S 1987 ANNUAL BUDGET AND PROGRAM, 1988-89 FINANCIAL PLAN P.34.





THE 1987 SPECIAL SERVICE BUDGET, APPROVED BY THE CTA BOARD, CONTAINS \$9.6 MILLION FOR PROVISION OF SERVICE, WITH ADMINISTRATIVE COSTS OF APPROXIMATELY \$500 THOUSAND, FOR A TOTAL ALLOTMENT OF \$10.1 MILLION. THIS BUDGET, WHICH INCLUDES FUNDS REMAINING FROM A SPECIAL ONE-TIME 1986 STATE OF ILLINOIS \$3 MILLION GRANT FOR SPECIAL SERVICE AND \$240 THOUSAND IN RTA FUNDS TO PAY FOR TRIPS IN THE SUBURBAN DEMONSTRATION AREA, HAS ENABLED CTA TO SERVICE CONSUMER REQUESTS WITHOUT REFUSAL.

CTA'S 1987 BUDGET ASSUMES A COMPOUNDED RIDERSHIP GROWTH RATE OF THREE PERCENT PER MONTH AND IS ADEQUATE FOR 770,000 1987 TRIPS. WHILE IT WILL BE SOME TIME BEFORE THE AUTHORITY KNOWS HOW ACCURATELY IT ESTIMATED RIDERSHIP, THE GROWTH IN SPECIAL SERVICE USE HAS BEEN DRAMATIC SINCE PRIVATE VENDOR OPERATION BEGAN. THIS CAN BE SEEN IN EXHIBIT O. DURING THE FIRST FULL YEAR OF OPERATION WITH CONTRACTORS, RIDERSHIP GREW 382%.

SHOULD CONSUMER REQUESTS CONTINUE TO MOVE TOWARD EXCEEDING THE FUNDING CTA COULD BE REQUIRED TO SPEND, CTA WOULD ENTERTAIN THE FOLLOWING OPTIONS.

1. LIMIT TRIPS - CTA, WITH THE ADVICE OF THE DISABLED COMMUNITY, COULD DEVELOP A PLAN WHICH WOULD LIMIT TRIPS AND ALLOW THE AUTHORITY TO REMAIN WITHIN ITS BUDGET. EVERY EFFORT WOULD BE MADE TO DEVISE A FAIR, HUMANE, AND EFFICIENT SYSTEM TO ACHIEVE THIS GOAL.
2. STATE FUNDING - CTA MAY SEEK FUNDING FROM THE RTA AND STATE OF ILLINOIS TO ALLOW THE AUTHORITY TO PROVIDE SERVICE TO THE DISABLED ABOVE AND BEYOND ITS FUNDING LIMIT/REQUIREMENT. THE STATE OF ILLINOIS HAS, IN THE PAST, FUNDED CTA FOR SUCH SERVICE.
3. COORDINATION WITH OTHER AGENCIES - CTA MAY ATTEMPT COORDINATION OF SPECIAL SERVICE WITH OTHER SOCIAL SERVICE AGENCIES. WHILE



THE FUNDING FOR SUCH SERVICE WOULD LIKELY COVER ONLY THE COST, IT COULD CONTRIBUTE TO LOWER UNIT COSTS FOR CTA PROVIDERS THROUGH ECONOMIES OF SCALE, THUS LOWERING UNIT COST TO THE AUTHORITY. ADDITIONALLY, CTA WILL ATTEMPT TO SEEK SOCIAL AGENCY FUNDING FOR RIDERS WHO ARE CERTIFIED UNDER THE CTA PROGRAM BUT ALSO QUALIFY FOR SERVICE UNDER OTHER PROGRAMS CHARTERED AND FUNDED TO PROVIDE TRANSPORTATION SERVICES FOR THE DISABLED SUCH AS THE ILLINOIS DEPARTMENT OF PUBLIC AID.

4. COMBINATION - ANY COMBINATION OF THE ABOVE THREE OPTIONS MAY BE ATTEMPTED.

CTA, WHILE MINDFUL OF THE NEED TO LIVE WITHIN ITS BUDGET, WILL VIGOROUSLY PURSUE OTHER AVENUES OF FUNDING AND EFFORTS TOWARD SERVICE COORDINATION WITH THE AIM OF PROVIDING THE GREATEST POSSIBLE AMOUNT OF SERVICE FOR THE DISABLED.

#### SUMMARY OF THE SPECIAL SERVICE PROGRAM

CTA REGARDS ITS SPECIAL SERVICE PARATRANSIT PLAN AS COMPLYING WITH FEDERAL RULES AS REGARDS ELIGIBILITY, ABSENCE OF ENFORCED TRIP PRIORITIES, FARES, AND RESPONSE TO REQUESTS. CTA BELIEVES IT WILL BE ABLE TO FULFILL FEDERAL RULES REGARDING SERVICE HOURS AND SERVICE AREA THROUGH THE METHODS DESCRIBED ABOVE.

SOME ATTENTION DESERVES TO BE GIVEN TO TWO OTHER MODES OF PROVIDING SERVICE: COMBINATION OF PARATRANSIT AND FIXED-ROUTE BUS SERVICE, AND COMBINATIONS OF STREET SERVICE WITH ACCESSIBLE RAPID TRANSIT. BOTH ARE BELIEVED BY CTA TO BE UNSATISFACTORY.

#### MIXED-USE OPTION--PARATRANSIT AND LIFT-EQUIPPED BUS

FEDERAL REGULATIONS ALSO ALLOW AGENCIES TO RESPOND BY PROVIDING A COMBINATION OF FIXED-ROUTE ACCESSIBLE BUSES AND A DEMAND-RESPONSE



PARATRANSIT SYSTEM. IDEALLY SUCH A SYSTEM WOULD PROVIDE SPONTANEOUS TRAVEL OPPORTUNITIES FOR THOSE ABLE TO ACCESS FIXED-ROUTE BUSES AND WOULD ALSO PROVIDE CONVENIENCE AND THE SHELTER AND SECURITY OF PARATRANSIT FOR THOSE MORE FRAIL.

CTA BELIEVES FOR A NUMBER OF REASONS THAT THIS MIXED-MODE IS NOT A SATISFACTORY MEANS OF PROVIDING SERVICE TO CHICAGO'S DISABLED. IT WOULD NOT BE POSSIBLE OR DESIRABLE FOR CTA TO RANK DISABLED RIDERS SO THAT THOSE IN MORE NEED OF DEMAND-RESPONSE ASSISTANCE COULD HAVE ACCESS TO THIS MODE WHERE LESS SEVERELY DISABLED PERSONS WOULD BE ENCOURAGED OR REQUIRED TO USE FIXED-ROUTE SERVICES. INSTANCES CAN ARISE E.G. SEVERE WEATHER WHEN EVEN THE LESS SEVERELY DISABLED REQUIRE PARATRANSIT.

THE MIXED-MODE OPTION DEPENDS UPON COORDINATION FOR ITS SUCCESS. RIDERS MUST BE CONFIDENT OF FINDING AN ACCESSIBLE FIXED-ROUTE BUS WHEN NEEDED AND SHOULD BE ABLE TO TRANSFER BETWEEN FIXED-ROUTES AND PARATRANSIT TO MAKE TRIPS TO LOCATIONS OR AT TIMES WHEN FIXED-ROUTE SERVICES ARE NOT CONVENIENTLY AVAILABLE.

AS DESCRIBED IN COMMENTS ON FIXED-ROUTE BUSES ABOVE, THE INTERLOCKED GRID-SYSTEM OF CTA BUS ROUTES WOULD REQUIRE A VERY LARGE PERCENTAGE OF BUSES TO BE LIFT-EQUIPPED IF IT WERE TO BE A RELIABLE SYSTEM FOR THE DISABLED.

CTA WOULD NOT, EVEN AT ITS REQUIRED SPENDING CAP, BE ABLE TO PROVIDE SUFFICIENT LEVELS OF FIXED-ROUTE BUSES AND A PARATRANSIT SYSTEM ABLE TO ACCEPT ALL REQUESTS WHEN NEEDED. THE EXPERIENCE OF OTHER CITIES HAS SHOWN THAT THE SEVERELY MOBILITY-LIMITED CAN USE PARATRANSIT MORE EFFECTIVELY THAN ACCESSIBLE FIXED-ROUTE SYSTEMS. EVEN WITH A MIXED SYSTEM HAVING NO SEGREGATION OF CLIENTS BY DEGREE OF DISABILITY, ADVERSE WEATHER WOULD GENERATE A DEMAND FOR PARATRANSIT THAT A LIMITED PROGRAM COULD NOT ADEQUATELY SERVE. TRIPS WOULD THEN HAVE TO BE REFUSED. FURTHERMORE, AND PERHAPS MOST IMPORTANTLY, SUCH A SYSTEM WOULD NOT BE COST-EFFECTIVE.



WITH A MORE LIMITED AMOUNT OF PARATRANSIT AND FIXED-ROUTE ACCESSIBLE VEHICLES, DISPATCH COORDINATION BEYOND THE SCOPE OF THE AUTHORITY'S PRESENT ELECTRONIC COMMUNICATIONS WOULD BE NEEDED TO ASSURE A COHERENT SYSTEM FOR DISABLED RIDERS. THE EXPERIENCE AND TECHNOLOGY FOR SUCH A PROGRAM IS LACKING AND CTA DOES NOT FEEL IT WOULD BE IN THE BEST INTEREST OF ITS RIDERS OR ITSELF TO EXPERIMENT WITH SUCH A PROGRAM AS A MEANS OF COMPLIANCE WITH THE FEDERAL RULES.

#### EVALUATION OF ANOTHER MIXED USE OPTION--PARATRANSIT & RAIL

CTA HAS NOT INCLUDED EXPANDED RAPID TRANSIT ACCESSIBILITY AS PART OF ITS COMPLIANCE PLAN BECAUSE CTA DOES NOT BELIEVE SUCH ACCESSIBILITY CAN, IN A REALISTIC TIME FRAME, BECOME AN ADEQUATE MEANS OF PROVIDING SERVICE TO THE DISABLED.

AS REQUIRED BY SECTION 321(A) OF THE 1978 SURFACE TRANSPORTATION ACT, CTA UNDERTOOK A DETAILED STUDY OF MAKING ITS 265 MILE, 143 STATION, 1201 RAILCAR RAPID TRANSIT SYSTEM ACCESSIBLE TO THE SEVERELY MOBILITY LIMITED.

AS POINTED OUT IN THE CTA 321(A) STUDY VERY LONG LEAD TIMES ARE REQUIRED FOR THE MAJOR ENGINEERING AND CONSTRUCTION WORK OF CAR AND STATION CONVERSION.

COSTS WERE ESTIMATED BOTH FOR CONVERSION OF EACH AND EVERY STATION THEN EXISTING (140 STATIONS) AND FOR A SOMEWHAT SMALLER GROUP OF "KEY" STATIONS.

ESTIMATED COSTS IN 1979 DOLLARS WERE BETWEEN \$563 MILLION TO \$984 MILLION FOR ADAPTATION OF "KEY" STATIONS AND \$706 MILLION TO OVER ONE BILLION DOLLARS FOR FULL SYSTEM CONVERSION.

THESE AMOUNTS MUST BE COMBINED WITH THE COSTS OF A COMPLEMENTARY FIXED-ROUTE BUS OR PARATRANSIT SYSTEM WITHOUT WHICH NO RAIL SYSTEM COULD EFFECTIVELY MEET THE NEEDS OF THE DISABLED.

OTHER FACTORS AFFECTING THE LONG-TERM EFFECTIVENESS OF RAPID TRANSIT ACCESSIBILITY ARE THE ABSENCE OF A "GAP FILLING" MECHANISM AND THE







POPULARITY OF SOME TYPES OF MOBILITY AIDS WHICH POSE SPECIAL PROBLEMS RE:  
RAIL ACCESSIBILITY.

CTA RAPID TRANSIT TRAINS REQUIRE A HORIZONTAL GAP BETWEEN PLATFORM AND TRAIN TO ALLOW FOR THE CAR'S "ENVELOPE" OF SWAY AS IT PASSES THROUGH THE STATION. A VERTICAL GAP BETWEEN CAR FLOOR AND PLATFORM IS ALSO DESIGNED TO MINIMIZE THE HAZARD OF TRIPPING DURING BOARDING AND ALIGHTING. WHILE A RIDER USING A STANDARD WHEELCHAIR AND WITH THE ASSISTANCE OF AN ATTENDANT MAY BE ABLE TO NEGOTIATE SOME INSTANCES OF THIS "GAP", THE HEAVIER ELECTRIC WHEELCHAIRS AND POPULAR THREE-WHEELED ELECTRIC VEHICLES CANNOT.

THESE VEHICLES ALSO DO NOT FIT THE STANDARD TIE-DOWN DEVICES WITH WHICH NEWER CTA RAPID TRANSIT CARS ARE EQUIPPED. WHILE INDUSTRY RESEARCH IS UNDERWAY ON MEANS OF SECURING VARIOUS TYPES OF WHEELCHAIRS ABOARD PUBLIC TRANSIT VEHICLES, NO TECHNOLOGY IS YET AVAILABLE TO ADDRESS THESE ISSUES.

CTA HAS PROCEEDED WITH THE PURCHASE OF RAILCARS WITH WHEELCHAIR-ACCOMMODATING SLIDING DOORS AND LOCK-CLAMP TIE DOWNS FOR STANDARD (MANUAL) WHEELCHAIRS AND HAS PROGRAMMED ACCESSIBILITY INTO THE DESIGN AND CONSTRUCTION OF ALL NEW STATIONS. CTA NOW HAS 13 FULLY ACCESSIBLE STATIONS INCLUDING THOSE OF THE NEW RAPID TRANSIT EXTENSION TO O'HARE FIELD.

CTA INTENDS TO COMPLY WITH ALL STATE AND LOCAL LAWS AND RULES WHICH PERTAIN TO RAPID TRANSIT STATION DESIGN AND CONSTRUCTION AND INTENDS AS WELL TO COMPLY WITH FEDERAL ARCHITECTURAL BARRIER STIPULATIONS AS THEY AFFECT DESIGN AND CONSTRUCTION OF FACILITIES. REALISTICALLY THOUGH, CTA CANNOT DEPEND ON SUCH MEASURES TO ACHIEVE COMPLIANCE WITH THE SECTION 504 RULES.

#### OTHER SYSTEM IMPROVEMENTS FOR THE DISABLED

THE CONTINUING PURCHASES OF ACCESSIBLE RAILCARS AND THE INCORPORATION OF ACCESSIBILITY INTO NEWLY CONSTRUCTED STATIONS ARE MORE EASILY NOTICED THAN OTHER CTA EFFORTS TO MAKE FIXED-ROUTE TRAVEL EASIER FOR THE MOBILITY-LIMITED.



NEWER RAILCARS HAVE GREATLY IMPROVED PUBLIC ADDRESS SYSTEMS AND NEW CTA BUSES WILL ALSO HAVE THIS FEATURE, WHICH ENABLES THE BLIND TO MORE EASILY HEAR STOP ANNOUNCEMENTS.

A VISUAL "STOP REQUESTED" SIGN IS A FEATURE OF ALL NEWER CTA BUSES ENABLING THE HEARING-IMPAIRED TO BE ASSURED THEIR REQUEST HAS BEEN NOTICED BY OPERATORS.

A TELETYPEWRITER (TTY) FOR THE HEARING IMPAIRED IS AVAILABLE BOTH FOR STANDARD TRAVEL INFORMATION AND FOR RESERVATIONS ON CTA'S SPECIAL SERVICE PARATRANSIT SYSTEM.

NEW RAIL STATIONS, SUCH AS THOSE ON THE O'HARE EXTENSION HAVE AGENT BOOTHS AND FARE CONTROLS DESIGNED TO ALLOW A WHEELCHAIR-BOUND RIDER TO PAY HIS OR HER FARE AND THEN PASS THROUGH TO THE PAID AREA OF THE STATION.

CTA'S NEW BUILDINGS AND FACILITIES, SUCH AS KEDZIE GARAGE, HAVE BEEN DESIGNED AND CONSTRUCTED TO BE ACCESSIBLE TO THE DISABLED.



SECTION V  
PUBLIC CONSULTATION

CTA MEETS REGULARLY WITH GROUPS CONCERNED SPECIFICALLY WITH DISABILITY ISSUES:

- THE CITIZENS ADVISORY BOARD (CAB) IS THE LEGALLY CONSTITUTED LIAISON BETWEEN THE AUTHORITY AND THE PUBLIC. CONSUMER MEMBERS OF THIS BOARD MEET WITH MEMBERS OF THE CTA BOARD TO REVIEW A RANGE OF COMMUNITY TRANSIT CONCERNS. A SUBCOMMITTEE OF THE BOARD DEALS WITH TRANSIT ISSUES AFFECTING THE DISABLED.
- THE MOBILITY LIMITED ADVISORY COMMITTEE MAINTAINED BY THE CHICAGO AREA TRANSPORTATION STUDY (CATS), ITSELF THE REGIONAL METROPOLITAN PLANNING ORGANIZATION (MPO). THE MLAC IS THE FORMAL VEHICLE FOR CTA-PUBLIC INTERCHANGE ON DISABILITY AND INCLUDES REPRESENTATIVES FROM RTA, PACE, CTA, AND METRA AS WELL AS CITY AND SUBURBAN DISABLED CITIZENS. THIS GROUP MEETS AN AVERAGE OF FOUR TO FIVE TIMES PER YEAR AND HAS FREQUENTLY BEEN CONCERNED WITH SERVICE AREA ISSUES.
- THE ADVISORY COMMITTEE ON SERVICES FOR THE DISABLED (ACSD) A 21-MEMBER GROUP OF DISABLED CITIZENS, MEMBERS OF ORGANIZATIONS CONCERNED WITH DISABILITY, AND SOME STATE AND LOCAL GOVERNMENTAL OFFICIALS. A NON-OFFICIAL CONSULTATIVE BODY, THE ACSD HAS BEEN OF GREAT VALUE TO CTA AS A MEANS OF DEVELOPING AND EVALUATING ITS SPECIAL SERVICE POLICIES. SERVICE ISSUES AND SOME CONTRACT SPECIFICATIONS VIS-A-VIS CTA'S PRIVATE-VENDOR OPERATION OF ITS SPECIAL SERVICE PROGRAM WERE DEVELOPED THROUGH MEETINGS WITH THE ADVISORY COMMITTEE.

CTA SPECIAL SERVICE HAS ALSO HELD A POLICY OF RESPONDING CONSCIENTIOUSLY



TO CONSUMER COMPLAINTS, BELIEVING THAT THESE CAN OFTEN BE A HELPFUL BAROMETER OF SERVICE QUALITY AND CUSTOMER NEEDS.

CTA PLANS TO CONTINUE ITS INTERCHANGE WITH DISABLED RIDERS THROUGH THESE MEANS AND WILL RESPOND FULLY TO ISSUES RAISED BY CONSUMERS PERTAINING TO THIS COMPLIANCE PLAN. THESE CTA RESPONSES WILL BE INCLUDED IN THE AUTHORITY'S SUBMISSION TO THE URBAN MASS TRANSPORTATION ADMINISTRATION.

#### INTERAGENCY COORDINATION COMMITTEE

THE FUNCTIONS, RESPONSIBILITIES AND MAKE-UP OF THE "INTERAGENCY COORDINATION COMMITTEE", DESCRIBED UNDER "SERVICE AREA" PP. 20-22 ABOVE WILL BECOME A KEY REGIONAL COMMITTEE ON SERVICE AREA, SERVICE HOURS AND COORDINATION ISSUES.

#### MISCELLANEOUS

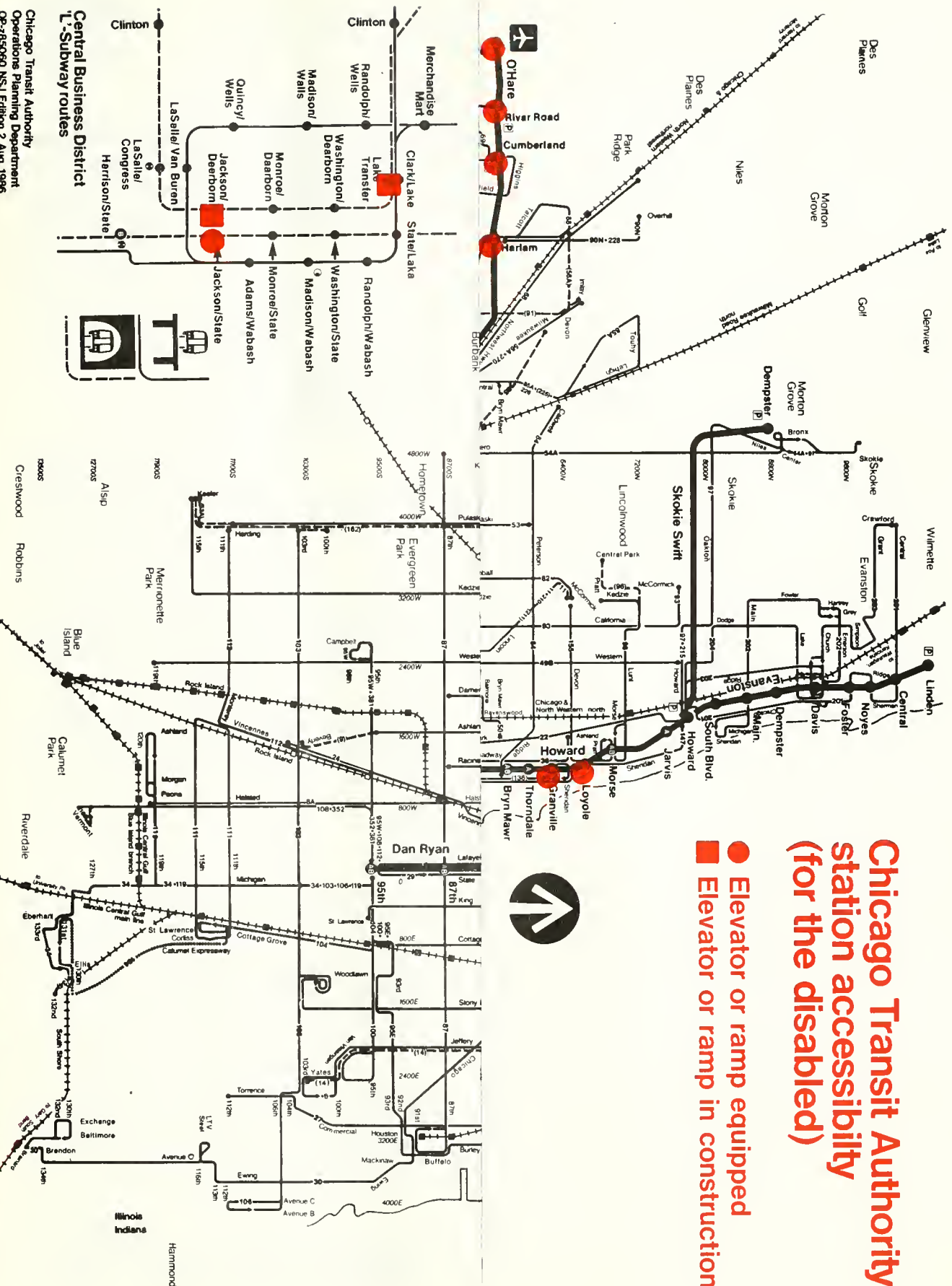
THE CTA BOARD HELD EXTENSIVE PUBLIC MEETINGS IN 1984 WHERE IT HEARD TESTIMONY FROM THE DISABLED COMMUNITY AND STAFF ON OPTIONS FOR MEETING THE TRANSPORTATION NEEDS OF THE DISABLED. THESE OPTIONS INCLUDED, CONTRACTING OF PARATRANSIT, CONTINUATION OF THE FORMER IN-HOUSE OPERATED SERVICE, AND EQUIPPING FIXED-ROUTE BUSES WITH LIFTS.

JAMES CHARLTON, CTA BOARD MEMBER, IS A DISABLED PERSON AND ADVOCATE.





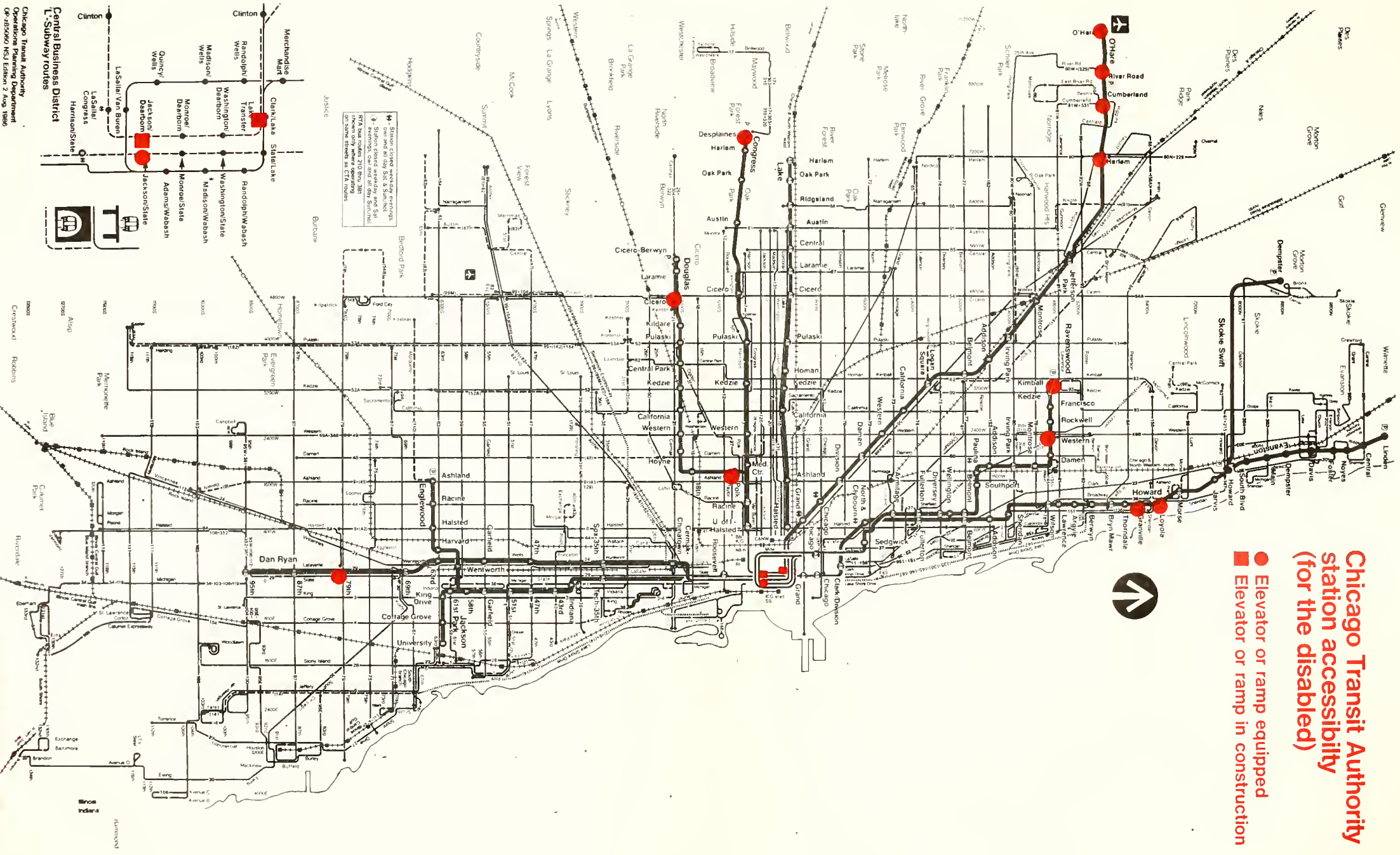
- Elevator or ramp equipped
- Elevator or ramp in construction



Chicago Transit Authority  
Operations Planning Department  
OP-285060 NSJ Edition 2 Aug. 1986



- 









# New Special Services Rider Guide

(Save for future reference) (Rev. 4/86)

Welcome to the Chicago Transit Authority's Special Services program! Special Services provides "door-to-door" transportation\* to persons who are certified as being unable to use CTA's bus and 'L' service. Four closely supervised private carriers provide this service on behalf of the CTA. **As a rider, your responsibilities are to be ready at least ten minutes before your scheduled pickup time and to sign a trip ticket at the end of the trip**, providing you can sign and the information is correct. Also, please provide your carrier with the exact address or building entrance where you wish to be picked up. Many buildings and shopping malls have more than one entrance.

## Who to Call

You may call the carrier of your choice, and may change carriers for any trip. CTA Special Services carriers are:

Art's Transportation, Inc. ....	731-6000
Cook-DuPage Transportation Co. (CDT) .....	226-7300
Stewart Bus Company .....	545-7767
Transit Service Corp. (TSC) .....	878-2200

## When to Call

Trips are reserved with the above carriers anytime between eight and twenty-four hours in advance of your desired trip time. Phone lines will be open on weekdays from 5 AM until 9 PM and on weekends and holidays from 6 AM until 8 PM.

## Hours of Service

Trips can begin between 5 AM and 1 AM every day and are reserved by calling any of the four carriers listed above. Stewart Bus Company is the only carrier during the late evening hours (9 PM to 1 AM). Your selected carrier will also provide you with a return trip to your place of origin. The only time you will need to make two calls to reserve a round trip is when Stewart Bus Company will carry you after 9 PM and another carrier is desired to provide your earlier trip.

## Complaints, Commendations and Questions

All complaints, commendations and questions should be directed to CTA by phoning **527-1700 (TTY phone number of the hearing impaired 226-3708)** during normal business hours or by writing to:

**CTA Special Services  
Washington Garage  
1200 W. Washington Blvd.  
Chicago, Illinois 60607**

When registering a complaint, please be as specific as possible, that is, your carrier, driver number, vehicle number, time, date, etc.

As a Special Services rider, you can expect your vehicle to arrive on time and keep you on board no more than 90 minutes. At the end of each trip, you and the driver will sign a trip ticket to verify that a trip was made and to confirm the actual time your trip began and ended. **The driver cannot sign the trip ticket for you; leave it blank if you are not able to sign yourself.**

## Payment and Fare

CTA tokens, and full fare monthly and bi-weekly passes will be accepted as well as a 90 cent cash fare (per one way trip). Drivers are not required to make change. Monthly passes are available for \$46.00 and ten full fare tokens can be purchased for \$8.50. The driver will write the serial number of your monthly pass on the trip ticket. Transfers, good for one ride only on CTA's fixed route services, are available for 25 cents. Children between the ages of 7 and 11 pay half fare; those under the age of 7 ride free when accompanied by an adult.

## Attendants

You may have one attendant accompany you on any trip. Additional attendants can be carried at the discretion of the carrier. Please make arrangements for attendants when reserving your trips. Attendants pay full fare and should be able to assist you in traveling.

**\*"Door-to-Door" Transportation means that the driver picks you up at the main entrance of your point of origin and transports you to the main entrance of your destination. The driver is not obligated to assist you with more than one step.**

(continued on other side)



### **Subscription Service**

If you find that you make the same trip at the same time at least three times a week, you may request to join those who already receive subscription service by calling CTA at **527-1700**.

Subscription riders may choose to ride with any of the four carriers and may change carriers provided arrangements are made with CTA a week in advance and you have not changed carriers within the past two weeks.

If you have the need to temporarily cancel your subscription, please make arrangements through your carrier. One phone call will hold your subscription for up to two months. Written notice must be received by the CTA every thirty days after the initial two month period. For more information and Subscription Rider Guidelines, call 527-1700.

### **Drivers and Vehicles**

Drivers are employees of the individual carriers and their training has been certified by the CTA. They are required to help you up and down one step, offer you courteous service, be sensitive to your needs and assist you with one or two parcels weighing no more than 50 pounds. **Each driver must display his or her Special Services identification at all times.**

A mix of vehicles are provided by the individual carriers including buses, vans, sedans, and station wagons. Based on your self-classification response, the proper type of vehicle will always pick you up. Carriers will try to accommodate your request for a specific model of vehicle but cannot guarantee it. You must ride in the vehicle which arrives to pick you up. All vehicles are certified by CTA and have a numbered Special Services Certification sticker in plain view. This is a **shared-ride** system, other riders may travel with you. Smoking and drinking are not allowed on the vehicles.

### **Cancellations and No-shows**

If you change your plans and wish to cancel your trip, you must call the carrier with whom you made your reservation as soon as you can. No penalty will be charged if you call the carrier at least four hours before your scheduled trip time. If you cancel with less than four hours notice you will be penalized as follows:

- First late cancellation within a 30 day period — **No charge**
- Second late cancellation within a 30 day period — **No charge**
- Third late cancellation within a 30 day period — **\$1.00**
- Fourth late cancellation within a 30 day period — **\$2.00**
- Fifth or subsequent late cancellation within a 30 day period — **\$5.00**

When you reserve a trip, your carrier will give you a scheduled time for pick-up when you make your reservation or will call you back later. The vehicle will wait five minutes for you - please be ready. If you do not show up for a ride, you will be penalized as follows:

- First no-show within a 30 day period — **\$1.00**
- Second no-show within a 30 day period — **\$2.00**
- Third or subsequent no-show within a 30 day period — **\$5.00**

Penalties for late cancellations and no-shows must be paid to the driver along with your 90 cent fare at the start of your next trip, regardless of which carrier transports you.

Special Services riders are encouraged to be prompt and to be available at least ten minutes prior to the scheduled pickup. Tardiness not only delays service, but also creates an inconvenience to other riders. Time adjustments to the schedule to accommodate unforeseen changes in medical appointments are not considered late cancellations. Will call (open) return times are allowed for medical appointments only. Expect delays for will call returns in rush hours.

### **Arriving at your Destination**

If you cannot gain entrance at your destination, you may re-board the vehicle. The driver will then contact a Special Services representative to assist you. You are responsible for having keys or for arranging to have someone at the destination who will insure entrance. At no time will a driver leave you at a destination unless you have physical access to that location.

### **Suburban Service Area and Hours**

In cooperation with RTA and Pace Suburban Bus Division, service is available between the City of Chicago and suburban Cicero, Berwyn, Forest Park, Oak Park, River Forest, Elmwood Park, and River Grove from 5 AM to 9 PM, Monday through Saturday. Whenever you reserve a trip to or from a suburb, please tell your carrier which suburb(s) you will be traveling in.

### **Out-of-Town Visitors**

Special arrangements for out-of-town disabled visitors will be handled by the CTA. Please provide at least one week's advance notice.

### **Change of Address or Phone Number**

If you move or change your phone number, drop Special Services a letter or give us a call.







# **SPECIAL SERVICES INFORMATION**

## **For Service, Call:**

Art's Transportation.....	731-6000
Cook-DuPage Transportation	
(CDT).....	226-7300
Stewart Bus Co.....	545-7767
Transit Service Corp. (TSC).....	878-2200

**For Application, Call:**.....664-7200, ext. 3394

**For Information, commendations & complaints,**  
**Call:**.....527-1700 (TTY 226-3708)

As a courtesy to others, please be ready 10 minutes  
 before your scheduled pickup time.

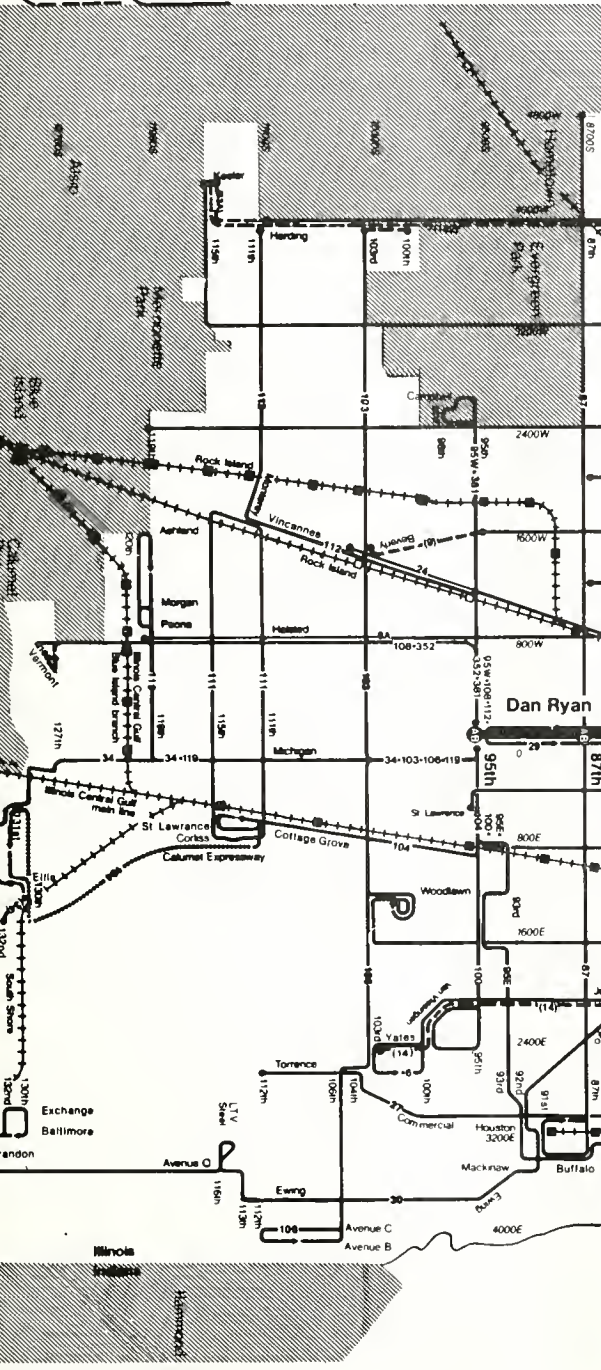
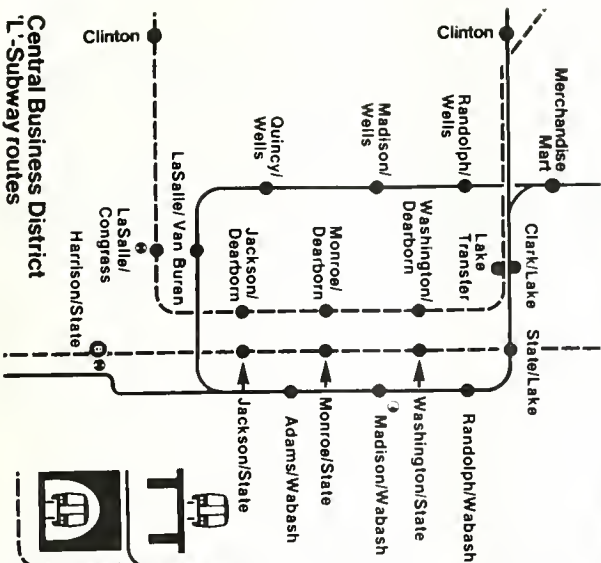
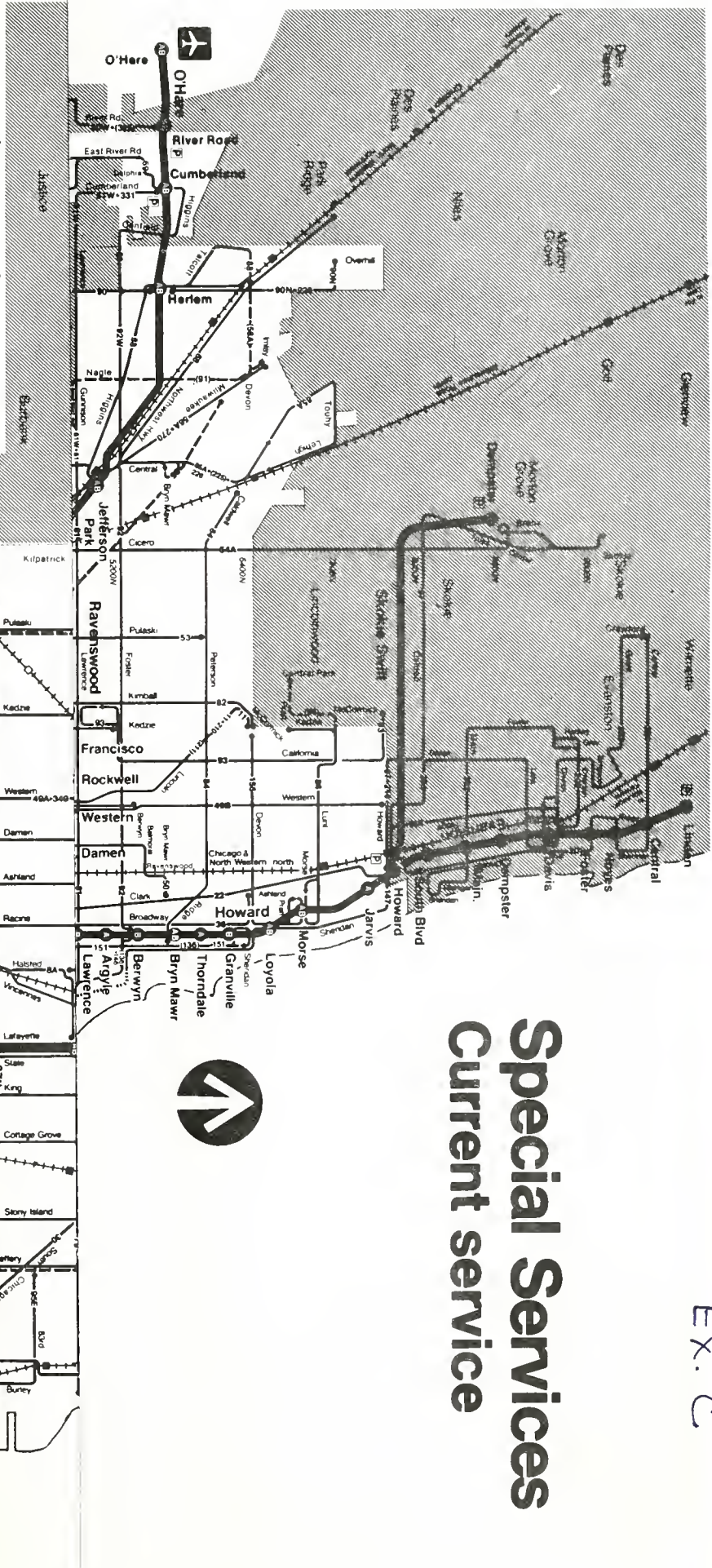
356.17 (03/86) Operations Planning





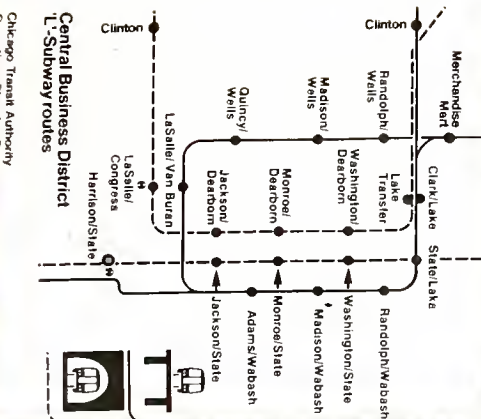
EX. C

# Special Services Current service













Chicago Transit Authority  
Operations Division

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
F84-85					

# Fares Bulletin

TO: All Fare-Collecting Employees

SUBJECT: CTA SPECIAL SERVICE TRANSFER

EFFECTIVE: SUNDAY, NOVEMBER 10, 1985

Effective on the above date, Special Service riders will be issued "CTA Special Service Transfers". These transfers are actually vouchers that are valid for one ride only on any CTA service when presented by passengers who are transferring from Special Service carriers.

**FARE-COLLECTING EMPLOYEES MUST RETAIN ALL CTA SPECIAL SERVICE TRANSFERS PRESENTED.**

All fare-collecting employees must inspect each CTA Special Service Transfer (voucher) presented to ensure validity. The transfer has blue print on white stock. The serial number is printed in red. A valid CTA Special Service Transfer (voucher) will contain the name of the person to whom issued and the current date.

When presented a valid CTA Special Service Transfer (voucher), retain it and allow the passenger access to CTA service. If the transfer (voucher) is invalid, retain it, explain the rules to the passenger and collect the appropriate fare.

Bus operators, collectors, rapid transit operators and conductors must turn in the CTA Special Service Transfer to the garage and terminal clerks. Ticket agents must place these transfers (vouchers) in their final turn-in bags. Money handlers, garage and terminal clerks are to package and forward the CTA Special Service Transfers (vouchers) to Mr. John Roth, Washington Garage, 1200 West Washington.

A facsimile of a CTA Special Service Transfer is shown on the right.

**cta**  
**Special Service**  
**Transfer**

♿

This voucher is good for one (1) transfer between a cta Special Service carrier and other cta services when signed and dated below

Penalty for fraudulent use \$200 for each offense

date

day 10 - 10 - 85

mon.

yr

number

0000

holder

John Doe

HMC/ct  
11-1-85

*W. J. Peardrick*  
Deputy Executive Director,  
Operations





# Fares bulletin

TO: ALL FARE COLLECTING EMPLOYEES

SUBJECT: FARE RATE CHANGES

EFFECTIVE: FEBRUARY 1, 1987--0300 HOURS

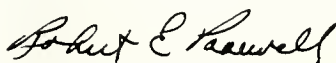
Rail	file	X	Bus	file	X
	post	X		post	X
	spl.	X		other	X
F19-87 Supersedes F16-86					

A	DAILY	Full	Reduced *
BUS FARE			
	Bus .....	\$ .90	\$ .40
	Express Bus .....	.20	surcharge
	— Express bus service routes #2, 6, 14, 99, 99M, 147, 162, 164 outbound from Loop in express pickup zones		
	— All full and reduced fare riders presenting CTA or Pace transfers must pay \$.20 surcharge on above routes. Surcharge does not apply to riders presenting passes (see Section D), or to riders presenting supertransfers.		
RAIL FARE			
	Rail .....	1.00	.50
	Evanston Express rail service .....	.20	surcharge
	— Evanston Express rail service southbound only, south of Howard		
	— All full and reduced fare riders, including riders presenting passes (see Section D) or CTA or Pace transfers must pay \$.20 surcharge on Evanston Express.		
	RAIL DIFFERENTIAL .....	.10	.10
	Paid by full and reduced fare riders when		
	— using a token		
	— presenting a CTA or Pace transfer issued by a bus fare-collecting employee, unless "Ride 2" box has been punched by a rail fare-collecting employee		
B	EXTRA FOR A TRANSFER .....	.25	.15
	— A transfer is issued only at the time a fare is paid. The transfer is valid for two hours from the time of issuance. The expiration time is punched at the time of issuance.		
	— A transfer can only be used twice and will be retained by the fare-collecting employee when presented for Ride 3.		
	— A transfer is not valid on the bus or rail route of issuance. (EXCEPTION: A reduced fare transfer issued to a senior citizen/disabled rider is valid for ride on route of issuance at all times except 0600-0900 and 1500-1800 hours Monday through Friday.)		
	— Transfer is also valid on designated Pace bus routes.		
C	SUNDAY (or specified holiday)		
	SUPERTRANSFER .....	1.75	.85
	Valid for unlimited riding 0300 hours Sunday/holiday-0300 hours next day on any scheduled CTA service (except Culture Bus) and on designated Pace bus routes		
	CULTURE BUS SUPERTRANSFER .....	2.50	1.25
	Issued only on board the Culture Bus, on days of Culture Bus operation. Valid on all other CTA bus and rail service until 0300 hours next day		
	CULTURE BUS FARE DIFFERENTIAL		
	— Boarding with valid, regular supertransfer .....	.75	.40
	(Exchange regular supertransfer for Culture Bus supertransfer)		
	— Boarding with valid CTA or Pace full or reduced transfer or pass .....	1.35	.70
	(Exchange transfer for Culture Bus supertransfer)		
D	PASSES / TOKENS		
	The following passes will be accepted for unlimited riding (subject to previously stated exceptions):		
	Full and reduced CTA passes	monthly	14-Day
	Full fare .....	\$46.00	\$23.00
	Senior citizen/disabled reduced fare when purchased and used with current RTA Special Users Travel Card .....	23.00	11.50
	Full and reduced Pace Passports; Link-Up passes when shown with current month commuter rail ticket		
	TOKENS		
	Full fare .....	.90	10/\$8.50
	Reduced fare .....	.40	20/\$8.00

\* This rate applies to reduced fare riders (subject to conditions stated in Section E).

See other side ==&gt;

Issued: February, 1987



Executive Director



## E TYPES OF RIDERS

### FULL FARE RIDER

- 12 years of age and older except as below

### REDUCED FARE RIDER

- 65 years of age and older presenting valid RTA Senior Citizen Special Users Travel Card
- disabled riders, regardless of age, presenting either a current RTA Temporary Special Users Travel Card or an RTA Permanent Special Users Travel Card
- grammar and high school students 12 through 20 years of age presenting a valid CTA Student Reduced Fare Permit or Evanston Student Identification Card (only good on Evanston bus and rail routes) only on school days between 0530 and 2000 hours
- 7 through 11 years of age
- under 7 years of age and not accompanied by a full or reduced fare-paying rider or 14-Day or monthly pass user
- groups of unrelated children under 7 years of age accompanied by a full or reduced fare-paying rider or 14-Day or monthly pass user

### FREE RIDER

- under 7 years of age when accompanied by a full or reduced fare-paying rider or 14-Day or monthly pass user
- Chicago Transit Authority uniformed employees with badge properly displayed; if not in uniform, employee must present a current employee's identification card
- accredited transit professional visitor presenting current CTA Five-day limit courtesy ride permit
- Pace and NORTRAN employees presenting a current Pace or NORTRAN employee ID riding pass
- Chicago Transit Authority pensioners presenting a current CTA pensioner's identification card
- Cook County Sheriff's Department personnel presenting their star and current CTA riding card
- all police officers in their own municipality in full uniform; if not in full uniform, they must present their star or badge and their current police identification card
- Chicago and suburban firefighters in their own municipality, only in full uniform
- Chicago Traffic Control Aides in full uniform and presenting current City identification card, only in Chicago from Monday through Friday between 1000 and 1930 hours
- Chicago and suburban Health Department nurses in their own municipality and displaying badge
- Chicago, Evanston and Oak Park crossing guards in their own municipality in full uniform, only on school days between 0530 and 2000 hours

## F IDENTIFICATION CARDS

Student identification card, per year .....	\$ 5.00
Student identification replacement of lost card .....	5.00
Special Users Card replacement of lost card .....	5.00

## G PARK 'N' RIDE LOTS

Skokie Swift-Dempster St., Linden, Desplaines, River Road (no tokens available) .....	1.00
Howard, 63rd & Ashland, Kimball, 54th, Cumberland (parking tokens available from agent at these stations) .....	1.00



ORDINANCE NO. 87-26

AN ORDINANCE AUTHORIZING  
PUBLIC HEARINGS TO SOLICIT  
COMMENTS REGARDING COMPLI-  
ANCE WITH NEW FEDERAL  
REGULATIONS GOVERNING  
SERVICE FOR THE DISABLED

WHEREAS, The Urban Mass Transportation Administration an agency of the U. S. Department of Transportation requires the Chicago Transit Board to provide mass transportation services for persons with physical disabilities; and

WHEREAS, The Urban Mass Transportation Administration has issued new regulations containing six criteria governing such service and requiring a formal response by the Chicago Transit Board as to its plan for meeting these criteria; and

WHEREAS, Public participation specifically that of disabled persons is also required at all stages of the development of this plan including the provision of open public hearings; and

WHEREAS, The Chicago Transit Board desires to provide the highest quality of transportation for persons with physical disabilities; and

WHEREAS, The Special Service program of the Chicago Transit Authority presently satisfies four of the six regulatory criteria excepting only the provision of 24-hour service and the provision of service throughout the area considered to be the service area of the Chicago Transit Authority; and

WHEREAS, The Chicago Transit Authority has determined to comply with the remaining two criteria by,

- (a) expanding Special Service paratransit service to 24 hours on October 20, 1987; and
- (b) expand Special Services paratransit for Chicago residents to certain selected suburbs; and

WHEREAS, Formal public hearings are needed to air and receive public comments on these plans; now, therefore:

BE IT ORDAINED BY CHICAGO TRANSIT BOARD  
OF CHICAGO TRANSIT AUTHORITY:





ORDINANCE NO. 87-26  
(continued)-2

SECTION 1. The Chicago Transit Board hereby authorizes the Special Service Planning section of the Planning and Development Department to undertake public hearings in appropriate public locations accessible to the physically disabled at appropriate times.

SECTION 2. This ordinance shall be in full force and effect from and after its passage.

APPROVED:

PASSED:

(Signed) WALTER CLARK  
\_\_\_\_\_  
Chairman

(Signed) PHYLLIS BRZECZEK  
\_\_\_\_\_  
Secretary

February 4, 1987

February 4, 1987







# ***Special Services***

## **APPLICATION INSTRUCTIONS**

To be eligible for CTA Special Services you must be severely mobility-limited, ie. unable to climb the steps of a standard bus. A severely mobility-limited person will typically use a mobility aid such as a cane, walker, or wheelchair.

Individuals who are both legally blind and deaf are also accepted for Special Service.

To qualify, an individual must:

- 1). Have a physician complete the yellow PHYSICIAN'S CERTIFICATION form certifying that the individual is unable to climb the three (3) standard-size steps needed to board a coach or is both blind and deaf.
- 2). HAVE THE PHYSICIAN ATTACH TO THE YELLOW PHYSICIAN'S CERTIFICATION FORM, A WRITTEN STATEMENT OF THE APPLICANT'S DISABILITY, ON PROFESSIONAL STATIONERY OR PRESCRIPTION BLANK, TO VERIFY ELIGIBILITY FOR SPECIAL SERVICES.
- 3). Complete the white APPLICATION form, indicating name, address, special needs, etc.
- 4). Sign the blue Special Services Card and fill in your telephone number and address.
- 5). Include a 1½" x 1½" photograph of yourself. This photograph must not be glued or in any way permanently affixed to the Special Services Card.
- 6). Mail all four documents with the photograph to:

Chicago Transit Authority  
 Special Services Certification  
 1200 W. Washington  
 Chicago, IL 60607

If you are eligible, you will receive your Special Services card in the mail along with instructions on how to make reservations for the service. Your name will be entered into a computer, and you will be able to avail yourself of the service.



This card is the property of the Chicago Transit Authority and may be used only by:

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

If found return to: CTA Special Services, P.O.  
Box 3555, Chicago, IL 60654



Photo

For information call: 527-1700

Phone number for the hearing impaired:

356.25 (rev. 01/87)

(TTY) 226-3708





# SPECIAL SERVICES APPLICATION

G (III)

Please Print or Type

Application Date \_\_\_\_\_

Name \_\_\_\_\_ Date of Birth \_\_\_\_\_  
First Middle Last

Address \_\_\_\_\_ Apt. # \_\_\_\_\_ City \_\_\_\_\_ Zip Code \_\_\_\_\_

Phone \_\_\_\_\_ Social Security # \_\_\_\_\_  
Home Work

Home Pick Up Location (if different from above address) \_\_\_\_\_

Primary Disability \_\_\_\_\_

Secondary Disability(ies) \_\_\_\_\_

## Mobility Aids Used:

- |  |  |
|--|--|
| <input type="checkbox"/> Manual wheelchair   | <input type="checkbox"/> 3 wheel vehicle (Lark, Amigo, etc.) |
| <input type="checkbox"/> Electric wheelchair | <input type="checkbox"/> Canes for visual impairment         |
| <input type="checkbox"/> Cane(s) for support | <input type="checkbox"/> Hearing Aid/Device                  |
| <input type="checkbox"/> Walker              | <input type="checkbox"/> Guide animal                        |
| <input type="checkbox"/> Crutches            | <input type="checkbox"/> Other (specify) _____               |
| <input type="checkbox"/> No mobility aid     |  |

Can you ride in a sedan?

- ☐ Yes ☐ No ☐ Sometimes ☐ Require assistance getting into vehicle

Once on board a bus or van, can you sit or transfer on to the vehicle's seat?

- ☐ Yes ☐ No ☐ Sometimes ☐ Require assistance transferring to seat

Is your disability permanent?

- ☐ Yes ☐ No

If not, estimate duration \_\_\_\_\_

Please list the addresses of your common destinations starting with the ones you visit most often. Specify the type of location (work, clinic, sister, etc.) as well.

	Address	Location Type
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____



What kind(s) of transportation do you currently use (check all that apply)?

- |  |   |
|--|---|
| <input type="checkbox"/> Friends or relatives                  | <input type="checkbox"/> Department on Aging and Disability (DAD) |
| <input type="checkbox"/> Taxi                                  | <input type="checkbox"/> Illinois Department of Public Aid        |
| <input type="checkbox"/> Medicar                               | <input type="checkbox"/> Hospital (specify) _____                 |
| <input type="checkbox"/> CTA Bus - CTA "L"                     | <input type="checkbox"/> Social Service Agency (specify) _____    |
| <input type="checkbox"/> Drive Self                            | <input type="checkbox"/> Other (specify) _____                    |
| <input type="checkbox"/> Department of Rehabilitation Services |   |

Do you have a need to use this service **three or more days a week** for the same trip at the same time (for example, to go to work)?

- ☐ Yes ☐ No

If yes, would you like to be picked up on a regular basis without calling to reserve your trip?

- ☐ Yes ☐ No

In case of emergency, please contact:

Name \_\_\_\_\_ (Relation to you) \_\_\_\_\_

Address \_\_\_\_\_ Apt. # \_\_\_\_\_

\_\_\_\_\_  
City State Zip Code ( ) Phone

Applicants should review the brochure on CTA Special Services for information about the program. Please complete this form and return it along with the information requested on the accompanying blue application instructions.

Signature of Applicant \_\_\_\_\_

**CTA USE ONLY**

Incomplete (specify) \_\_\_\_\_

☐ Eligible ☐ Ineligible Phone # I.D. \_\_\_\_\_ Date \_\_\_\_\_

If ineligible, specify reason: \_\_\_\_\_

Card issued \_\_\_\_\_ Computer entry \_\_\_\_\_

Community area or suburb \_\_\_\_\_ Coordinates \_\_\_\_\_

Waiting List ☐ Yes ☐ No ☐ Date added \_\_\_\_\_





## **PHYSICIAN'S ADVISORY ISSUED BY THE CHICAGO MEDICAL SOCIETY.**

Funds for this program are limited and your evaluation of each patient must be based solely upon the individual's physical ability to negotiate the steps and interior conditions of public transit vehicles. **ONLY THE PRESENCE OF A DISABLING PHYSICAL CONDITION**, not the patient's age, economic status, or emotional stability may be used as a basis for certification.

Please exercise diligence in certifying applicants for this program, so that truly mobility-limited persons will have access to this important service. Abuse of this system could result in travel limits for persons legitimately qualified to use the program.





# Special Services

## PHYSICIAN'S CERTIFICATION

Applicant, please complete Part A of this form and have your physician complete and sign Part B.

Your physician must also submit a signed statement about your disability on professional stationery or prescription blank.

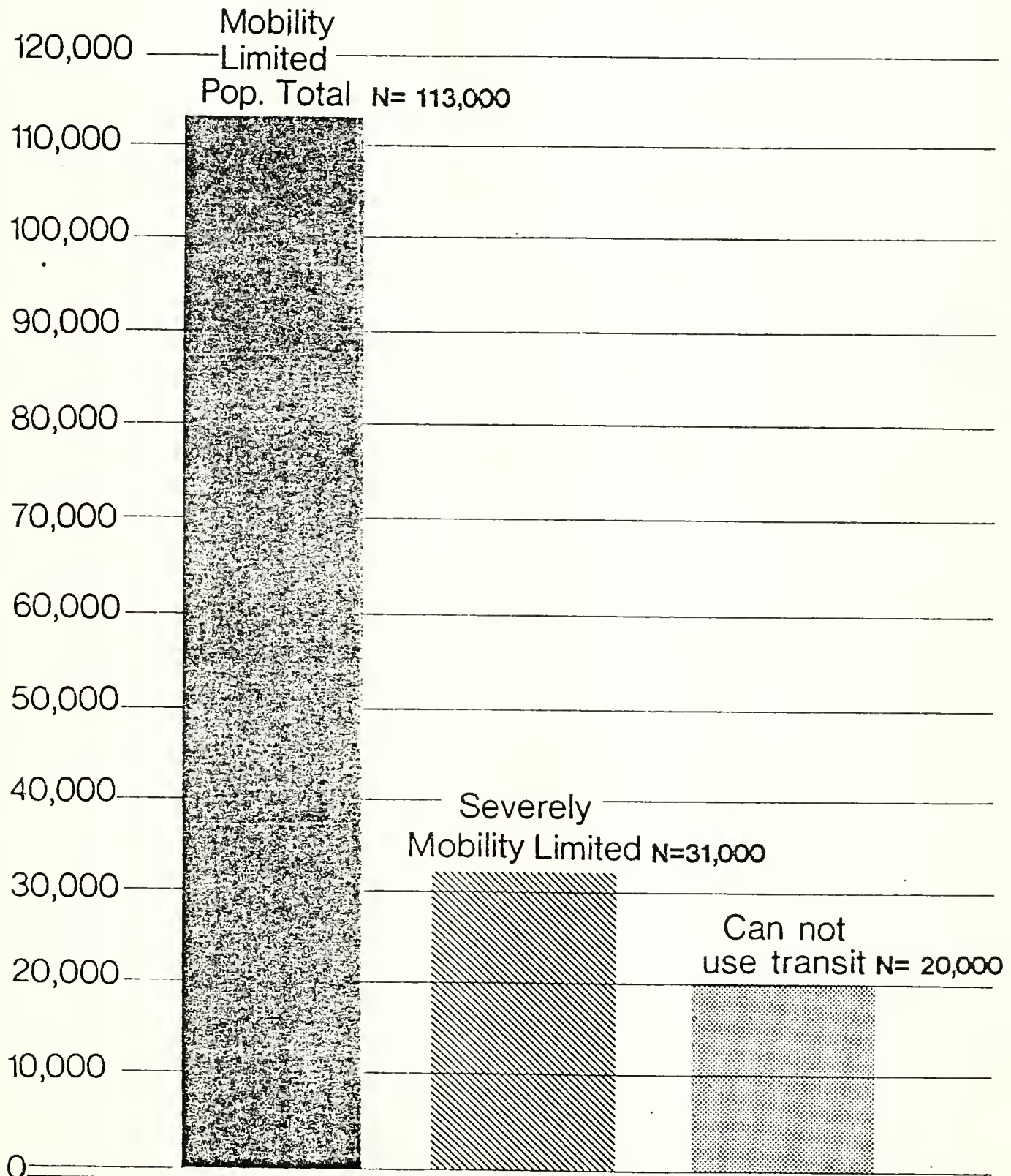
Return this form and the letter from your doctor with your application.

<b>A</b>  <b>APPLICANT</b>	Applicant's Name (Please type or print)		Phone		
	Street Address, City			Zip Code	
	<p>I understand that the purpose of this certification form is to determine eligibility for the Special Services program, and I agree to release the information below to the Chicago Transit Authority (CTA) for this purpose. I understand that the completed form will remain on file with the CTA, but will not be made available to any other person or agency except those necessary to administer the program. I understand that the CTA reserves the right and opportunity, at its own expense, to have any person seeking Special Services examined by an outside physician when and so often as it may reasonably require.</p> <p><b>Check most appropriate box.</b></p> <p><input type="checkbox"/> I am physically able to sign my name.</p> <p><input type="checkbox"/> I am not physically able to sign my name.</p> <p><input type="checkbox"/> I sign my name with an 'X'.</p> <p><input type="checkbox"/> I can physically sign my name only at times.</p>				
	Signature (of witness, if applicant is unable to sign)			Birthdate	

<b>B</b>  <b>PHYSICIAN</b>	<p>Applicants for CTA Special Services must be severely mobility-limited persons who are unable to use regular CTA vehicles because of physical impairment.</p> <p>This is to certify that the above-named applicant</p> <p><input type="checkbox"/> Cannot climb three (3) standard motor coach steps (avg. thirteen (13) inches per step) or</p> <p><input type="checkbox"/> Meets legal definitions of both blindness and deafness.</p> <p>Diagnosis: _____ Expected Duration: _____</p> <p>How long have you known the applicant? _____</p>			
	Signature		Illinois State License No.	Date
	Print or Type Name		Phone	
	Office Address		City	State Zip



# Mobility Limited Population

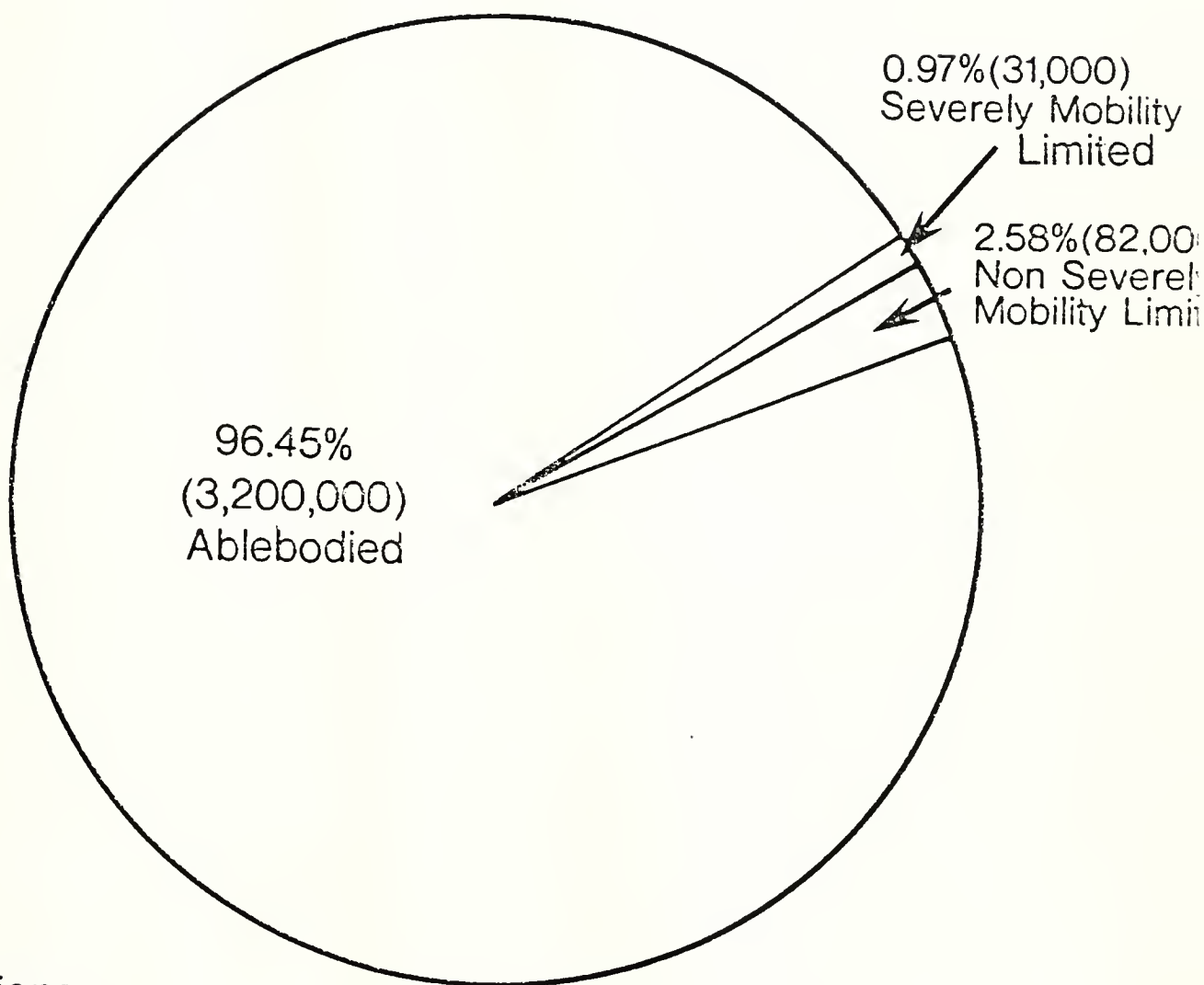


Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978





# Chicago's Mobility Limited Population



## Definitions:

**Severely Mobility-Limited** -- Unable or can only use a CTA bus with great difficulty

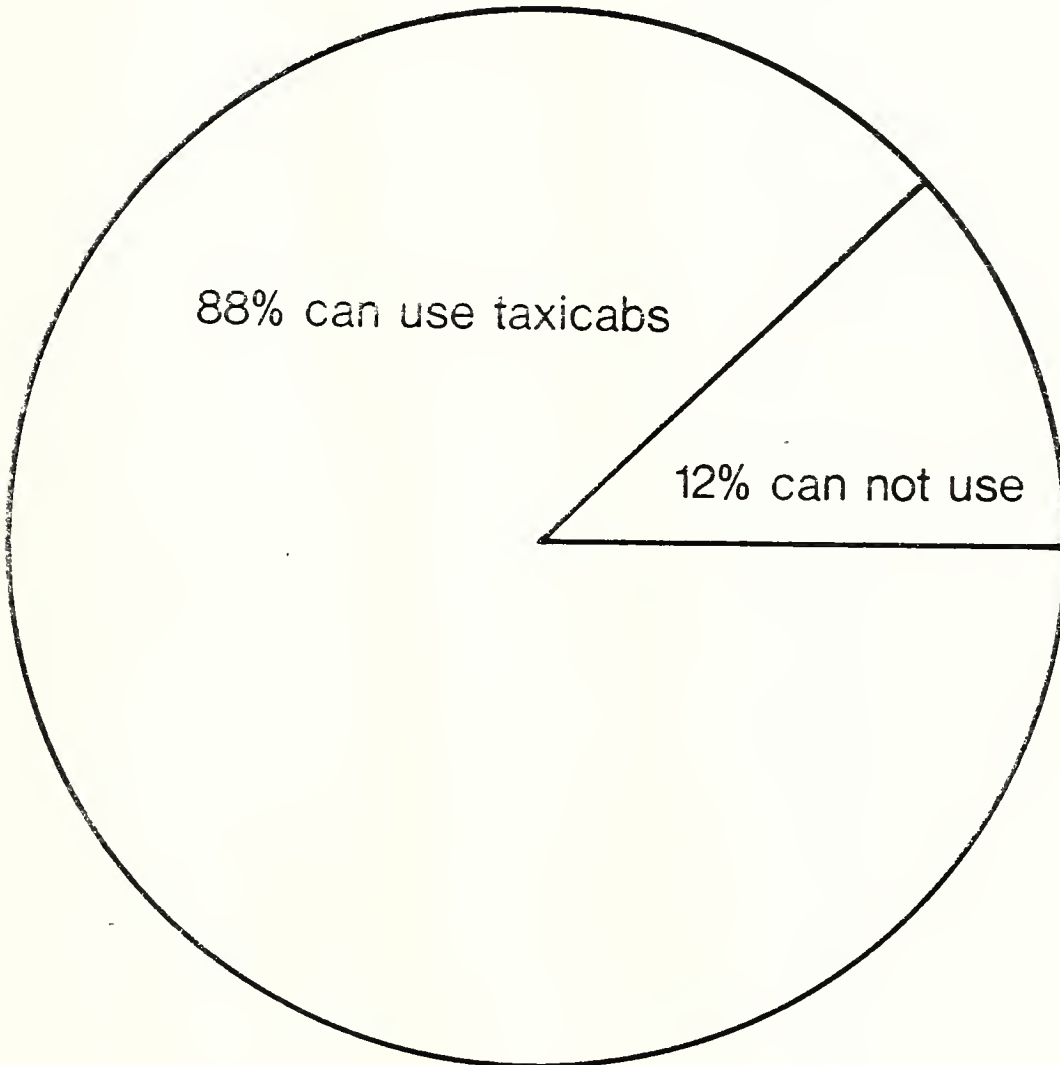
**Mobility-Limited** -- Can use a CTA bus with some difficulty

Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978





## Severely Mobility Limited Ability to Use Taxicabs



Source: City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978



# Chicago Transit Authority

Planning/Development Division

Operations Planning Department

Route & System Planning

EXHIBIT K

DISABLED

OP-x84132

Nursing Homes

8/2/84

Licensed nursing homes in the City of Chicago (long-term care facilities) are 112.

A) Skilled nursing facilities --

9,126 residents require service under professional direction with frequent medical supervision.

B) Intermediate care facilities --

5,904 residents require periodic medical direction.

C) Intermediate care facilities for the developmentally disabled --

400 residents are encouraged to interact with their community.

D) Other licenses beds --

2,008 residents interact with their community.

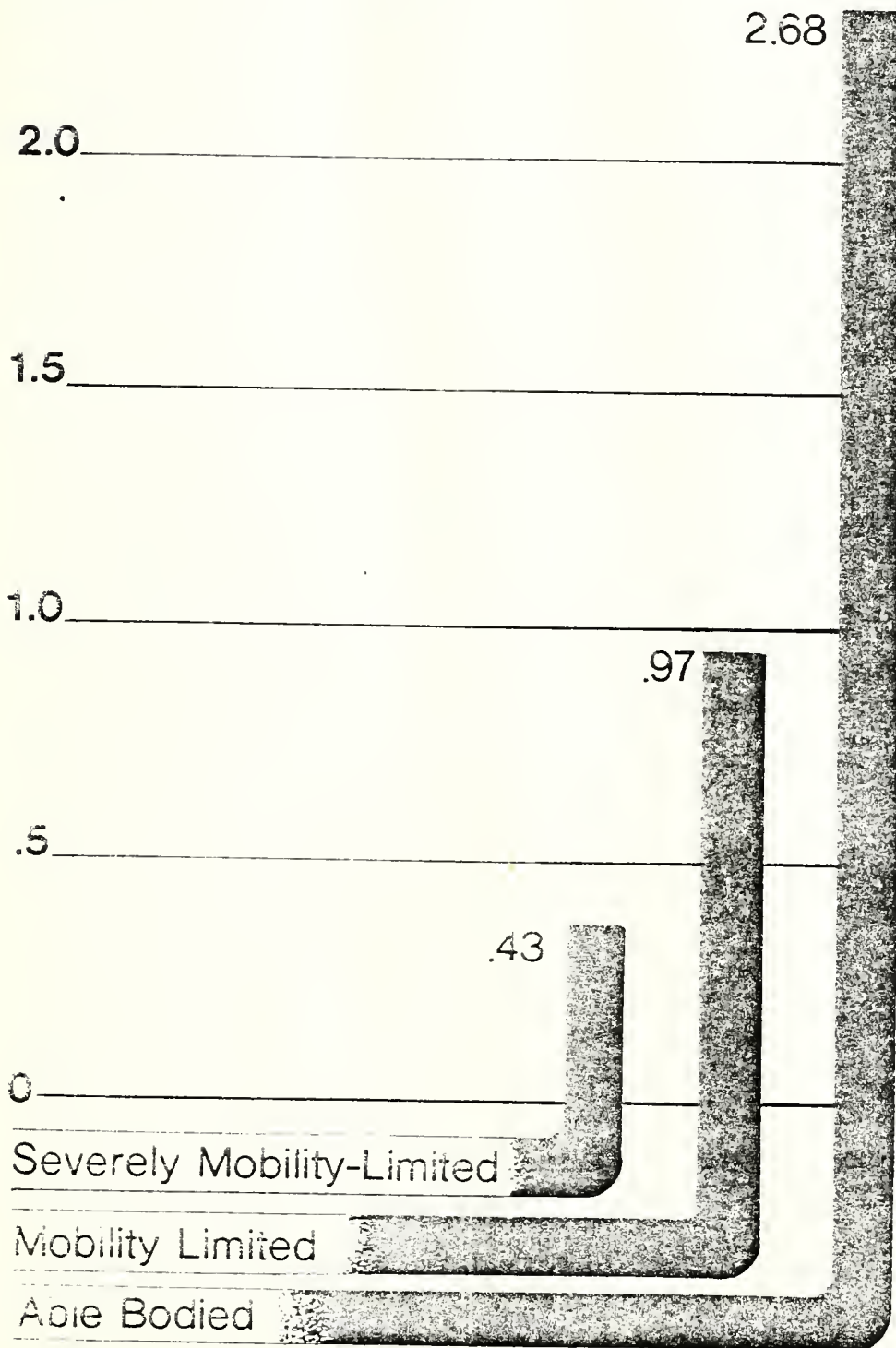
GRAND TOTAL = 17,428 residents

Source: Illinois Department of Public Health; July 20, 1984, printout listing sheet #BGBEP058.

JHR/smw



# Chicago Area- Trips per Person per Day (Trip Rate)



\_\_\_\_\_ Ablebodied rate excludes children under five \_\_\_\_\_  
Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978



## CHICAGO TRANSIT AUTHORITY

## CAPITAL DEVELOPMENT

## PRIVATE SECTOR PLANS &amp; PROGRAMS

Special Service	PSPP-x87010
Fact Sheet	3/06/87

Registrants	12,600
Eligibility - limited to persons unable to use fixed route buses	
Monthly Ridership (January '87)	56,800 <sup>1</sup>
Average Weekday Ridership	2,037
Average Saturday Ridership	990
Average Sunday/Holiday	838
Ridership growth between Sept. '85 & Jan. '87	382%
CTA cost/trip (1/87)	\$11.31 <sup>2</sup>
Carriers:	
. Art's Transportation, Inc.	
Cook-DuPage Transportation	
Stewart Bus Company	
Transit Svc. Corporation	
Hours of service - 5 a.m. - 1 a.m. everyday (Chicago) <sup>3</sup>	
5 a.m. - 9 p.m. Mon.-Sat. (in suburbs)	
Fare	\$0.90 <sup>4</sup>
Reservation Requirement	8 hours (minimum advance)
Service Area:	252 square miles
Chicago, Cicero, Berwyn, Forest Park, Elmwood Park, Oak Park, River Forest River Grove	
Drivers	332
Vehicles	185 certified vehicles

1. Includes approximately 4,900 trips by attendants.

2. Current figure includes attendants. Administrative costs are approximately 5.5% additional. When CTA operated Special Service the cost/trip was \$28.61 (including attendants) plus the cost of capital.

3. Stewart Bus Co. is the only carrier providing service between 9pm to 1am.

4. Use of tokens or full fare passes or cash is accepted.





## CHICAGO TRANSIT AUTHORITY

## CAPITAL DEVELOPMENT

## PRIVATE SECTOR PLANS &amp; PROGRAMS

Special Service

PSPP-x87006

Percentage Increase in Ridership | 3/17/87

<u>1986</u>	<u>Weekday</u>	<u>Change from Prior Month Ridership</u>	<u>Saturday</u>	<u>Sunday/Holiday</u>
February	1,130	10.8%	550	477
March	1,280	13.3%	658	605
April	1,369	7.0%	722	658
May	1,433	4.7%	752	665
June	1,512	5.5%	775	743
July	1,587	5.0%	799	759
August	1,586	0	887	781
September	1,739	9.6%	933	818
October	1,853	6.6%	964	931
November	1,947	5.1%	1,017	957
December	1,912	-1.8%	1,061	1,003
<u>1987</u>				
January	2,037	6.5%	990	838
February	2,230	9.5%	1,184	1,117



## CHICAGO TRANSIT AUTHORITY

## CAPITAL DEVELOPMENT

## PRIVATE SECTOR PLANS &amp; PROGRAMS

CHICAGO TRANSIT AUTHORITY					LIFT-EQUIPPED BUSES - Other Cities		PSP-y87004			
CAPITAL DEVELOPMENT					Telephone and Mail Survey		rev. 9/10/86			
PRIVATE SECTOR PLANS & PROGRAMS							rev. 3/06/87			
System	Total	Fixed-Route	Fixed-Route	Lift	Tie-downs	Annual System- <sup>2</sup>	Annual Lift	Cost Per <sup>3</sup>	Complementary	Allow Unattended Ambulatory To Use Lift
	Buses	Buses	Buses	Location	Per Bus	wide Lift Uses	Budget	Lift Use	Paratransit	
Boston, <sup>4</sup>	990	184(100active)	rear	unknown	1,800 (6/day)	\$300K	\$167	yes	yes	
Dallas	585	85	front	unknown	2,000 (7/day)	\$255K	\$128	yes	unknown	
Denver	752	507	front	1-2	14,000 (47/day)	\$862K	\$62	yes	yes	
Detroit (DOT) <sup>7</sup>	770	220(100active) <sup>8</sup>	rear	unknown	104 (2/week)	unknown	unknown	no	yes	
Detroit (SEDTA) <sup>7</sup>	240	141(125active) <sup>8</sup>	rear	unknown	1,150 (3.8/day)	\$53K	\$46	yes	yes	
Los Angeles	2,656	1,880	975 rear 905 front	2	24,300 (81/day)	\$1.5M	\$62	yes	yes	
Milwaukee <sup>5</sup>										
New York (NYCTA)	3,781	2,605	rear	2	5,976 (20/day)	\$3.51M	\$586	no	yes	
Oakland <sup>6</sup>	850	513(337active) <sup>8</sup>	front	2	9,000 (30/day)	\$269K	\$30	yes	no	
Philadelphia <sup>6</sup>	1,500	448(298active) <sup>8</sup>	rear	1	700 (2/day)	\$280K	\$400	yes	no	
San Francisco <sup>7</sup>	500	280	front	2	20,000 (66/day)	\$407K	\$20	yes	yes	
Seattle	1,185	570	front	unknown	73,000 (243/day)	\$500K	\$7	yes	yes	
St. Louis	740	171	front	unknown	(12/year)	\$532K	\$44K	no	unknown	
Washington, D.C.	1,647	228	front	2	16,800 (56/day)	\$1.8M	\$107	yes	unknown	
					168,842 (562/day)					

## Footnotes:

1. Most data from telephone survey, some figures from Houston METRO Research Study 5/86.
2. Annualization based upon 300 days at maximum ridership. Total annual ridership for all 13 services is 169,000. In 1986, CTA provided 475,000 paratransit trips (not including attendants) at an average weekday ridership growth rate of 6 percent each month (over 1,900 per weekday in December, 1986). For 1987, CTA expects to provide 771,000 paratransit trips.
3. Generally reflects labor cost only (not parts etc.).
4. Costs do not include 156 annual roadcalls to repair lifts.
5. Milwaukee opted for user-side subsidy paratransit and has locked or removed fixed-route lifts.
6. Philadelphia has terminated future purchases of lift-equipped fixed-route buses A/C low ridership and maintenance problems.
7. Lifts required by state law.
8. "Active" means lift is working and being maintained, other lifts not used.

## Miscellaneous Notes:

- some agencies report "confusing" lift controls which can cause accidental stowing of lift during operation.
- rear-door lifts have been damaged when used on runs without operator restraints.
- most agencies have claw-clamp wheelchair restraint mechanism, some use seatbelts as well but these are often vandalized.



## CHICAGO TRANSIT AUTHORITY

## CAPITAL DEVELOPMENT

## PRIVATE SECTOR PLANS &amp; PROGRAMS

CTA Paratransit vs.	PSPP-x87009
Lifts on Buses	3/05/87

1. Federal regulations allow CTA to choose either a door-to-door paratransit system or an accessible fixed-route system or a mix of the two. CTA's 1987 budget for paratransit is \$9.6M plus \$500,000 in administrative expenses or about \$10.1M. CTA expects to be able to meet current UMTA regulations at less than the required maximum annual expenditure of \$18M.
2. Many riders could not effectively use lift-equipped buses, so a door-to-door system would still be required to meet their needs. During Chicago's severe winters many riders would be unable to even reach a bus stop. In Denver, lift use declines 60% during the winter months.
3. Lifts are costly to maintain. Based upon CTA experience with Carpenter buses (with fourth generation lifts) and industry experience, CTA would require one additional mechanic for every 12-24 buses purchased. With a fleet of over 2200 buses, a 50% lift equipped fleet would entail an additional 112 mechanics at an annual cost of \$4,600,000.
4. Lift utilization is very low in all systems so equipped. In Dallas the average lift is used once every three months; in Seattle (where lift use is the highest in the country) each lift is used once every two days, on average. (see PSPP-y87004 attached)
5. Thirteen major cities, with a combined fleet of lift equipped buses of over 7800, provided approximately one third the number of daily trips CTA's Special Service provides. The cost of providing a CTA demand-responsive trip is much lower than providing a trip on a lift equipped buses in all but one of the thirteen cities surveyed. (see PSPP-y87004 attached)
6. Lift manufacturers have yet to produce a lift that has proven both reliable and maintainable in a northern winter.
7. Lifts are expensive to purchase. The added capital cost of 2275 buses (CTA's entire fleet) with lifts is \$36,000,000 at \$15,000 per unit. An additional \$4,600,000 would be required to maintain these buses annually. CTA expects lifts for 40' buses to be \$12,000 to \$15,000 per unit.
8. If new lift equipped buses were purchased, federal regulations would prohibit CTA from concentrating them in one area or garage for a test.
9. Presently the CTA Special Service System can meet all demand for a door-to-door service. CTA reduced the unit cost per trip by over 50% per trip through privatization (contracting).





There is an 8 hour minimum reservation requirement. Service is operated 5 a.m. to 1 a.m. everyday (suburban service is provided until 9 p.m. and there is no Sunday/holiday service). The service area includes Chicago and seven suburbs. The average cost of a CTA paratransit trip in January, 1987 was \$11.31 plus the cost of administration. Direct administrative expenses were about 69 cents per trip during the first six months of 1986. During January, 1987 CTA provided almost 57,000 paratransit trips.



OPTIONS FOR SERVING THE DISABLED COMMUNITY

- A CTA STAFF PRESENTATION -

TUESDAY, AUGUST 7, 1984



1. THE BOARD IS FACING A MAJOR DECISION. ITS DECISION MUST SATISFY TWO OBJECTIVES:
  - A. SET AN APPROPRIATE FUTURE DIRECTION FOR SERVING THE DISABLED COMMUNITY OF CHICAGO.
  - B. ASSURE COMPLIANCE WITH THE NEXT VERSION OF THE U.S. DOT REGULATION IMPLEMENTING SECTION 504 (NON-DISCRIMINATION OF HANDICAPPED PERSONS IN FEDERALLY FUNDED PROGRAMS).
2. THE STAFF HAS REVIEWED THE EXPERIENCE TO DATE OF THE TRANSIT INDUSTRY. THE RESULTS SHOW THERE IS NO SINGLE BEST APPROACH.
  - A. ACCESSIBLE BUS ONLY - BOTH SCRTD (LOS ANGELES) AND AC TRANSIT (OAKLAND) OPERATE ONLY MAINLINE ACCESSIBLE BUSES. THEY PROVIDE NO PARATRANSIT SERVICE THEMSELVES; (THOUGH MUNICIPAL AND PRIVATE NON-PROFIT CORPORATIONS DO SO IN THEIR SERVICE AREAS.)
  - B. PARATRANSIT ONLY - CLEVELAND, MILWAUKEE, MINNEAPOLIS AND PITTSBURGH HAVE TAKEN THE OPPOSITE APPROACH; ALL FOUR OPERATE ONLY A DEMAND-RESPONSIVE SERVICE. MILWAUKEE ABANDONED OPERATION OF ITS ACCESSIBLE BUSES IN FAVOR OF A USER SIDE SUBSIDY PROGRAM. THE OTHER THREE HAVE NEVER OPERATED ACCESSIBLE BUSES AND HAVE NO PLANS TO CHANGE THIS.
  - C. BUS/PARATRANSIT COMBINATIONS - A GOOD MANY SYSTEMS HAVE DEVELOPED "MIXED" APPROACHES. DALLAS, PHILADELPHIA AND PORTLAND, FOR EXAMPLE, HAVE ACCESSIBLE BUSES BECAUSE THEY WERE REQUIRED TO PURCHASE LIFT-EQUIPPED VEHICLES. FUTURE PURCHASES ARE PLANNED WITHOUT LIFTS. THEIR PREFERRED SERVICE MODE IS A PARATRANSIT PROGRAM. SEATTLE METRO AND DENVER RTD, OFTEN CITED AS THE SYSTEMS MOST DEDICATED TO FIXED-ROUTE ACCESSIBILITY, ALSO PROVIDE DOOR-TO-DOOR PARATRANSIT SERVICE.



- D. ACCESSIBLE RAIL/ACCESSIBLE BUS - WMATA IN WASHINGTON, D.C.  
IS THE ONLY KNOWN EXAMPLE OF AN ACCESSIBLE MULTIMODAL SYSTEM. SINCE IT WAS CONSTRUCTING AN ACCESSIBLE RAIL SYSTEM, WMATA CHOSE ACCESSIBLE BUSES RATHER THAN PARATRANSIT FOR ITS SURFACE MODE. DOOR-TO-DOOR SERVICE IS OFFERED BY SOCIAL SERVICE AGENCIES.
  
- E. ACCESSIBLE RAIL/PARATRANSIT - TWO OF THE NEWER RAIL SYSTEMS, ATLANTA AND MIAMI, ALSO OPERATE PARATRANSIT PROGRAMS. ATLANTA OPERATES SEVERAL FIXED-ROUTES EXCLUSIVELY FOR HANDICAPPED PERSONS; MIAMI HAS AN EXTENSIVE INTERAGENCY BROKERAGE SYSTEM. NEITHER SYSTEM, EVEN THOUGH THEY HAVE ACCESSIBLE RAIL, OPERATE ACCESSIBLE SERVICE ON THE BUS ROUTES AVAILABLE TO THE GENERAL PUBLIC.
  
- F. ACCESSIBLE BUS/ACCESSIBLE RAIL/PARATRANSIT - TWO MULTIMODAL SYSTEMS OPERATE ALL POSSIBLE OPTIONS. BOSTON'S THREE-LEVEL PROGRAM FOLLOWS THEIR INITIAL ACCESSIBILITY PLAN DEVELOPED IN 1977. IT FIRST STARTED WITH A PARATRANSIT PROGRAM. ACCESSIBLE BUSES AND ACCESSIBLE RAIL ARE BEING PHASED IN GRADUALLY. BALTIMORE'S NEW RAIL STARTER LINE IS ACCESSIBLE. ITS BUSES ARE LIFT-EQUIPPED. IT ALSO OPERATES A PARATRANSIT PROGRAM.

THE UPSHOT OF THIS OVERVIEW IS THAT WE HAVE THE FREEDOM AND FLEXIBILITY TO CHOOSE WHATEVER APPROACH OR COMBINATION OF APPROACHES WE WANT. THE BOTTOM LINE IS THAT IT SERVE THE NEEDS OF THE CITY OF CHICAGO IN AN EFFICIENT AND EFFECTIVE MANNER.

THE STAFF PRESENTATION WILL START WITH AN OVERVIEW, DISCUSS POPULATION CHARACTERISTICS, AND SERVICE DEMAND, THEN LOOK IN DETAIL AT LIFTS ON MAINLINE BUSES, SPECIAL SERVICES AND PARATRANSIT OPTIONS.





## I. OVERVIEW

### ADAPT DEMANDS

ADAPT CAME TO THE CTA BOARD WITH THREE DEMANDS:

- 1) CREATE AND ADOPT A POLICY FOR THE DISABLED;
- 2) PURCHASE 60 BUSES FOR CTA'S SPECIAL SERVICES AND EXPAND SERVICE SO THERE WERE NO REFUSALS; AND
- 3) PUT LIFTS ON 363 FLYER BUSES ON ORDER AND ON ALL FUTURE ORDERS.

### STAFF INVESTIGATION

CTA STAFF HAVE INVESTIGATED MANY SYSTEMS. MR. HOELLEN, CTA STAFF AND MEMBERS OF THE DISABLED COMMUNITY MADE A SPECIAL FACT FINDING TRIP TO DENVER AND SEATTLE. STAFF ALSO VISITED MILWAUKEE, PITTSBURGH AND CLEVELAND. THE STAFF SUMMARY OF THESE VISITS IS ENCLOSED IN THE PACKAGE DISTRIBUTED PRIOR TO THE BOARD MEETING.

OUR REASONS FOR CHOOSING THE SITES WE VISITED, BRIEFLY ARE:

- O MILWAUKEE HAS THE FIRST AS WELL AS A VERY SUCCESSFUL USER SIDE SUBSIDY PROGRAM. ALSO IT WAS ONE OF THE FIRST SYSTEMS IN THE COUNTRY TO OPERATE ACCESSIBLE FIXED-ROUTE BUSES. THESE LIFTS WERE BOLTED SHUT DUE TO LOW USAGE AND HIGH MAINTENANCE COSTS.
- O DENVER AND SEATTLE ARE OFTEN CITED AS THE MOST SUCCESSFUL EXAMPLES OF ACCESSIBLE FIXED-ROUTE SERVICE. SEATTLE HAS THE HIGHEST RIDERSHIP AND LOWEST LIFT FAILURE RATES OF ANY SYSTEM. WE ALSO LEARNED THAT BOTH ALSO OPERATE DOOR-TO-DOOR PARATRANSIT SERVICE.
- O CLEVELAND OPERATES A PARATRANSIT SYSTEM MUCH LIKE OUR OWN. IT USES ITS OWN OPERATORS FOR CITY SERVICE; A TAXI COMPANY IS UNDER CONTRACT TO SERVE THE SUBURBS.
- O PITTSBURGH OPERATES THE LARGEST BROKERED SYSTEM IN THE COUNTRY. THE TRANSIT SYSTEM'S PORTION OF THE ACCESS PROGRAM IS NOW ONLY 40 PERCENT OF THE TOTAL BUDGET; SOCIAL SERVICE AGENCY SPONSORS FUND THE REST.



AS MR. FORD HAS DISCUSSED, THERE ARE FEW COMMONALITIES IN THE TRANSIT INDUSTRY, EVEN IN THE CITIES WE VISITED. THIS DIVERSITY SUGGESTS THAT WE CAN BE CREATIVE IN PROVIDING SERVICE TO THE DISABLED. LET'S TALK ABOUT FIXED-ROUTE ACCESSIBLE SERVICE FIRST. SPECIFICALLY, RELIABILITY, RIDERSHIP AND COST.

### RELIABILITY

EXPERIENCE OF TRANSIT PROPERTIES IS THAT THOSE WITH GOOD WORKING AND OPERABLE LIFTS ARE RELATIVELY PLEASED AND PROPERTIES WITH LIFTS WITH A HIGH FAILURE RATE ARE NOT. FIRST GENERATION LIFTS DID NOT WORK WELL. MANY OF THE STORIES FROM AROUND THE INDUSTRY EVOLVED FROM THIS EARLY GENERATION.

- EXPERIENCE IN ST. LOUIS WITH THE FIRST GENERATION OF LIFTS WAS DISASTROUS.
- THE "LIFT-U" LIFT USED IN SEATTLE IS PROBABLY THE BEST STATE-OF-THE-ART LIFT AROUND WITH A FAILURE RATE OF ONLY 2%. MANY CITIES HAVE FOLLOWED SEATTLE'S LEAD AND PURCHASED "LIFT-U" LIFTS. NO ONE HAS MATCHED THIS HIGH RELIABILITY RATE.
- THE EEC LIFT BY ENVIRONMENTAL EQUIPMENT CORPORATION IS USED IN DENVER ON THE STANDARD COACHES (ON NEW ARTICULATED BUSES, THE LIFT-U LIFT IS USED). ONLY 12% OF DENVER'S EEC LIFTS ARE IN OPERATING CONDITION BUT MAINTENANCE STAFF BELIEVE THEY HAVE A "FIX" FOR THE EEC LIFTS.
- DETROIT/DOT GAVE UP TRYING TO MAINTAIN LIFTS ON THEIR GMM RTS BUSES.



- PROBLEMS STILL EXIST. SEPTA'S LATEST ORDER OF NEOPLAN BUSES ARE OUTFITTED WITH TDT LIFTS. ONLY 18 OF 150 ARE OPERATIONAL. SEPTA'S FIRST ORDER OF ACCESSIBLE BUSES (300 GMC RTS 02s) HAVE PERFORMED MORE DEPENDABLY.

## RIDERSHIP

RIDERSHIP ON ACCESSIBLE FIXED-ROUTE SERVICES GENERALLY IS VERY LOW.

- PUBLISHED STATISTICS FOR 1983 SHOW SEATTLE'S SERVICE HAD 193 LIFT USES ON A TYPICAL WEEKDAY OR ABOUT 95 USERS (50% OF ALL ROUTES ARE 100% ACCESSIBLE).
- RIDERSHIP IN OAKLAND IS 100 LIFT USES PER DAY (ABOUT 50 USERS).
- PUBLISHED 1983 STATISTICS FOR DENVER SHOWED LIFT USE ON A TYPICAL WEEKDAY TO BE 45.
- IN SEATTLE, WE WERE TOLD RIDERSHIP HAS INCREASED TO ABOUT 250 LIFT USES AND NO PROBLEMS WITH THE COUNTING PROCEDURES WERE INDICATED. DENVER HAS REPORTING PROBLEMS. THIS RESULTS IN A FIGURE SOMEWHAT LOWER THAN ACTUAL LIFT USE. AN UPPER BOUND FOR ITS 1984 LIFT USE IS APPROXIMATELY 100 LIFT USES PER TYPICAL WEEKDAY.
- RIDERSHIP ON 12 OTHER TRANSIT SYSTEMS SURVEYED IS VERY LOW RANGING FROM NIL TO ONLY 20 USERS PER DAY, OAKLAND AND SEATTLE ARE THE MOST SUCCESSFUL FROM A RIDERSHIP STANDPOINT.
- RIDERSHIP ON PARATRANSIT SERVICES VARIES AND IS DEPENDENT ON SERVICE ATTRIBUTES. ALL OF THE CITIES WITH BOTH PARATRANSIT SERVICES AND ACCESSIBLE FIXED-ROUTES SERVICE REPORT HIGHER RIDERSHIP ON THEIR PARATRANSIT SERVICE.





## COSTS

THE CAPITAL AND OPERATING OF LIFTS ON MAINLINE BUSES AND/OR THE OPERATION OF A PARATRANSIT PROGRAM IS SUBSTANTIAL.

### LIFTS ON MAINLINE BUSES

- THE CAPITAL COST OF LIFTS RANGE FROM \$10,000 TO \$17,000 PER LIFT PER VEHICLE. WE'VE USED \$15,000 FOR OUR ANALYSIS.
- ON CTA'S ORDER OF M.A.N. ARTICULATED BUSES THE BID PRICE ON THE LIFTS WAS \$17,100. FLYER HASN'T GIVEN US A SET PRICE FOR ADDING LIFTS ONTO THE PRESENT ORDER. A RANGE OF \$15,000 TO \$30,000 HAS BEEN DISCUSSED BY FLYER.
- THE OPERATING COST PER ACCESSIBLE BUS LIFT USE (ONE-WAY TRIP) IS NOT GENERALLY CALCULATED BY TRANSIT PROPERTIES.
- MOST TRANSIT PROPERTIES ARE NOT ABLE TO ACCURATELY DETERMINE THE EXACT OPERATING COST OF LIFTS BUT THE ONE TANGIBLE OPERATING COST ITEM IS FOR ADDITIONAL MAINTENANCE PERSONNEL. THERE SEEMS TO BE GENERAL AGREEMENT A MECHANIC IS REQUIRED FOR EVERY 15-25 LIFTS.
- OTHER MARGINAL COSTS WOULD BE INCURRED FOR PLANNING, TRAINING, MARKETING, ETC.; ON-STREET OPERATING IMPACTS ARE UNDOCUMENTED.
- SCHEDULE IMPACTS OF LIFTS HAVE NOT INCREASED COSTS IN ANY CITY BUT LIFT USE (RIDERSHIP) IS VERY LOW. WE EXPECT BOARDING/ALIGHTING TIMES TO BE 3-5 MINUTES. A 3-5 MINUTE DELAY HAS LESS IMPACT ON A STREET WHERE THE INTERVAL BETWEEN BUSES IS 30 MINUTES THAN ONE WITH A 3 OR 5 MINUTE INTERVAL. THESE RANDOM DELAYS OF 3-5 MINUTES WOULD BE NO DIFFERENT THAN ANY OTHER. SEATTLE AND DENVER DO NOT HAVE THE CLOSE INTERVALS BETWEEN BUSES THAT CHICAGO DOES.



## GENERAL OBSERVATION

AFTER NUMEROUS DISCUSSIONS WITH THE STAFF OF OTHER TRANSIT PROPERTIES, I HAVE A SENSE THAT WHEN THERE WAS A COMMITMENT FROM THE TOP DOWN IN PLANNING, MARKETING AND RESOURCES, LIFTS WORKED SATISFACTORILY. THOSE PROPERTIES THAT PURCHASED LIFTS ONLY TO MEET STATE LAWS OR FEDERAL REQUIREMENTS HAVE NOT HAD A POSITIVE EXPERIENCE.

## PARATRANSIT COSTS

THERE IS A RANGE OF COSTS FOR OPERATING PARATRANSIT SERVICES. AS WITH ANY SERVICE, THESE COSTS ARE INFLUENCED PRIMARILY BY LABOR COSTS AND PRODUCTIVITY. WE FOUND:

- ANNUAL BUDGETS RANGE FROM \$1 TO \$5 MILLION FOR OPERATING AND ADMINISTRATIVE SUPPORT.
- OPERATING COST PER PASSENGER TRIP GENERALLY VARIES FROM \$9-\$18 PER TRIP.
- THE OPERATING COST PER TRIP ON CTA'S SPECIAL SERVICES IS ABOUT \$27.00.
- MANY SYSTEMS SPEND LESS ON PARATRANSIT THAN CTA BUT HAVE A RIDERSHIP THAT GREATLY EXCEEDS OUR LEVEL OF 12,000 TRIPS A MONTH.
- MOST LARGE TRANSIT SYSTEMS CONTRACT FOR SOME OR ALL OF THEIR PARATRANSIT SERVICE (HENCE THE LOWER COST PER TRIP).

## UMTA REQUIREMENTS

THE FEDS CURRENTLY REQUIRE THE CTA MAKE HALF OF ITS FLEET ACCESSIBLE OR SPEND THE EQUIVALENT OF 3-1/2% OF ITS SECTION 5 FUNDS FOR A PARATRANSIT SERVICE FOR THE DISABLED. 3-1/2% OF THE REGION'S SECTION 5 FUND IS \$3.2 MILLION. CTA HAS BUDGETED APPROXIMATELY \$4 MILLION IN 1984 FOR CTA'S SPECIAL SERVICES.



NEW REGULATIONS HAVE BEEN PROPOSED BUT PROBABLY WILL NOT BE RELEASED UNTIL AFTER THE NOVEMBER ELECTIONS. THEY, TOO, WOULD REQUIRE HALF OF ALL MAINLINE SERVICE TO BE ACCESSIBLE OR OPERATION OF A PARATRANSIT SERVICE THAT MEETS MINIMUM SERVICE GUIDELINES. THESE SERVICE GUIDELINES WOULD REQUIRE 24-HOUR SERVICE, SERVICE THROUGHOUT OUR SERVICE AREA, A REASONABLE WAIT TIME, COMPARABLE FARE, AND NO CHANGE IN THE WAY WE HANDLE TRIP PURPOSES OR LISTS OF RIDERS WAITING FOR SERVICE. A COST CAP WOULD REMAIN IN EFFECT.

## II. SERVICE DEMAND AND PROFILE OF THE DISABLED

IN 1978, THE DEPARTMENT OF PUBLIC WORKS, CITY OF CHICAGO, UNDERTOOK AN EXTENSIVE RANDOM DIGIT TELEPHONE SURVEY OF THE TRANSPORTATION NEEDS OF THE DISABLED. DAVE CONSULTING, INC., CTA'S CONSULTANTS FOR THE SPECIAL SERVICES ANALYSIS, BELIEVE THIS IS SOME OF THE BEST DATA AVAILABLE NATIONALLY (EVEN THOUGH IT DOES NOT INCLUDE NURSING HOMES OR OTHER INSTITUTIONALIZED MEMBERS OF THE POPULATION).

THE FOLLOWING IS A SUMMARY OF THE INFORMATION.

### SUMMARY

- THERE ARE 113,000 MOBILITY-LIMITED IN CHICAGO. A PERSON IS DEFINED AS MOBILITY-LIMITED IF THEY HAVE DIFFICULTY USING A FIXED-ROUTE BUS (SEE CHART). 1980 CENSUS FIGURES CONFIRM THESE ESTIMATES ARE REASONABLE.



- 31,000 ARE SEVERELY MOBILITY-LIMITED, THAT MEANS THEY CANNOT USE A CTA BUS AT ALL OR ONLY WITH GREAT DIFFICULTY.
- ABOUT 20,000 PERSONS OF THE 31,000 SEVERELY MOBILITY-LIMITED CANNOT USE A CTA BUS AT ALL (DUE TO PHYSICAL LIMITATIONS).
- THE MOBILITY-LIMITED COMPRISE ABOUT 3.55% OF THE POPULATION. 2.58% ARE MODERATELY MOBILITY-LIMITED AND JUST LESS THAN 1% ARE SEVERELY MOBILITY-LIMITED (SEE CHART).
- THE SEVERELY MOBILITY-LIMITED ARE MUCH OLDER THAN THE GENERAL POPULATION. IN FACT, THEIR MEDIAN AGE IS 71. THIS MEANS HALF ARE OLDER THAN 71. MOST DISABLED PERSONS ARE NOT YOUNG WHEEL-CHAIR USERS, BUT RATHER FRAIL AND ELDERLY (SEE CHART).
- MANY ARE ECONOMICALLY DISADVANTAGED.
- 68.5% OF THE SEVERELY MOBILITY-LIMITED DRIVE OR HAVE ACCESS TO AN AUTOMOBILE. THIS MEANS THEY HAVE SOMEONE WILLING TO DRIVE THEM. THIS IS NOT UNLIKE THE GENERAL POPULATION IN THE DEGREE OF TRANSIT DEPENDENCY. IN CHICAGO, ABOUT 60% OF THE ABLE-BODIED POPULATION DID HAVE ACCESS TO AN AUTOMOBILE TO MAKE A TRIP (PER THE 1980 CENSUS).
- IN SPITE OF THE PERCEPTION OF DISABLED INDIVIDUALS BEING PRIMARILY WHEELCHAIR USERS, 88% OF THE SEVERELY MOBILITY-LIMITED CAN USE CABS OR SEDANS. THESE INDIVIDUALS USE CANES, WALKERS, CRUTCHES, ETC. OR CAN TRANSFER FROM THEIR WHEELCHAIR. THUS, A CONTRACTED SERVICE WHICH RELIES ON CAB COMPANIES, SEDANS, AND STATION WAGONS (WITHOUT SPECIALIZED VANS OR BUSES) COULD SERVE MOST OF THIS GROUP; SPECIALLY-EQUIPPED BUSES AND VANS WOULD ONLY BE REQUIRED FOR 12% (SEE CHART).
- 32.1% OF THE SEVERELY MOBILITY-LIMITED WHEN ASKED IF THEY FELT THEY WOULD BE ABLE TO USE A REGULAR CTA BUS WITH A LIFT, REPLIED THEY COULD NOT DO SO AT ALL.





- CTA CONTACTED THE DEPARTMENT OF HEALTH TO DETERMINE THE NUMBER OF NURSING HOME RESIDENTS. THERE ARE APPROXIMATELY 17,500 NURSING HOME RESIDENTS IN CHICAGO (SEE CHART).

### SERVICE DEMAND

- THE SEVERELY MOBILITY-LIMITED MAKE FEWER DAILY TRIPS THAN THE MODERATELY DISABLED OR NON-DISABLED (SEE CHART). THIS LOW DAILY TRIP RATE IS A REFLECTION OF THE FACT THAT 64.0% ARE RETIRED, HAVE A LOWER INCOME STATUS, AND ARE LIMITED IN TRAVEL OPPORTUNITIES.
- THE DEMAND FOR TRANSIT SERVICE BY SEVERELY MOBILITY-LIMITED IS ABOUT 2,000 TRIPS PER TYPICAL WEEKDAY. CTA'S SPECIAL SERVICE CURRENTLY MEETS LESS THAN 25% OF THIS DEMAND.
- IF THE 24-HOUR RESERVATION REQUIREMENT WAS REDUCED TO ONE HOUR, DEMAND FOR TRANSIT BY THE SEVERELY DISABLED WOULD DOUBLE TO 4,000 TRIPS.
- THESE ESTIMATES ARE PROVIDED BY DAVE CONSULTING INC. BUT ACTUAL DEMAND MAY BE HIGHER OR LOWER.
- 49 SOCIAL SERVICE AGENCIES IN CHICAGO PROVIDE OR FUND TRANSPORTATION SERVICE FOR THEIR CLIENTS. MOST AGENCIES RESTRICT TRIP PURPOSES AND TRANSPORTATION IS NOT THEIR PRIMARY MISSION. THE UPSHOT OF THIS IS THAT THERE IS MUCH UNUSED CAPACITY. WE HAVE BEEN UNABLE TO OBTAIN RIDERSHIP OR BUDGET INFORMATION ON THESE SERVICES.



### III. ACCESSIBLE FIXED-ROUTE SERVICE/IMPLEMENTATION FOR CTA

EQUIPPED LINE-HAUL FIXED-ROUTE BUSES WITH LIFTS ADDRESSES THE CHALLENGE OF TRANSPORTING THE DISABLED BY MAKING THE SYSTEM ACCESSIBLE.

ACCESSIBLE SERVICE ALSO HAS THE FOLLOWING ATTRIBUTES:

- DOES NOT SUBJECT THE RIDER TO A RESERVATION REQUIREMENT AND SPONTANEOUS TRAVEL IS GREATLY ENHANCED
- MAINSTREAMS THE DISABLED
- DOES NOT REQUIRE A DEDICATED STAFF OF OPERATORS, SUPPORT PERSONNEL AND SPECIAL VEHICLES
- PROBABLY WILL HAVE FEW OR NO SCHEDULE IMPACTS WHICH INCREASE OPERATING COSTS BY AND OF THEMSELVES

ACCESSIBLE SERVICE BY AND OF ITSELF WILL NOT MEET THE NEEDS OF ALL DISABLED INDIVIDUALS BECAUSE THEIR PHYSICAL CONDITION PREVENTS THEM GETTING TO A BUS STOP.

- MANY CANNOT TRAVEL OR WALK A FEW BLOCKS
- ICE, SNOW AND RAIN WILL IMPACT THE USE OF LIFTS
- THE PRESENT URBAN ENVIRONMENT ITSELF IS NOT VERY ACCESSIBLE BUT THE DISABLED RIGHTFULLY ARGUE YOU HAVE TO START SOME PLACE
- SOME AMIGO AND ELECTRIC WHEELCHAIR USERS MAY NOT BE ABLE TO BE PROPERLY SECURED
- THE OTHER HALF OF OUR CURRENT SPECIAL SERVICE CLIENTS (SHOW PIE CHART) MAY BE PROHIBITED FROM USING THE LIFT STANDING DUE TO HEAD CLEARANCE PROBLEMS. IF A LIFT WERE INSTALLED ON A FLYER BUS AT THE DOOR, THE CLEARANCE WOULD BE 5 FEET. LESS THAN 10% OF ADULT FEMALES AND 1% OF ADULT MALES CAN CLEAR 5 FEET WITHOUT BENDING.



WHEELCHAIR LIFTS WILL:

- INCREASE OPERATING COSTS AND REQUIRE ADDED MAINTENANCE PERSONNEL.
- INCREASE CAPITAL COSTS.

CTA COSTS

THE PURCHASE OF LIFTS FOR MAINLINES BUSES WILL INCREASE COSTS.

ASSUMING CTA COULD PURCHASE A GOOD WORKING LIFT WITH A FAILURE RATE OF 2% SUCH AS SEATTLE'S "LIFT-U" LIFT (A GENERAL ASSUMPTION):

CAPITAL

- CAPITAL COSTS WOULD BE \$34,125,000 IN CONSTANT DOLLARS, IF THE ENTIRE FLEET WERE EQUIPPED OVER THE NEXT 12 YEARS.
- GIVEN THE RELIABILITY ISSUE, THE SPARE RATIO MAY HAVE TO BE RAISED SLIGHTLY. IF THE FLEET WERE EXPANDED TO ACCOUNT FOR THIS, AN ADDITIONAL CAPITAL COST WOULD BE INCURRED.

OPERATING

- ONE MECHANIC WILL BE NEEDED FOR EVERY 20 BUSES.
- MAINTENANCE LABOR COSTS FOR THE LIFTS WOULD BE \$29.4 MILLION OVER THE NEXT 12 YEARS.
- IF LIFTS WERE ORDERED FOR THE 363 FLYER BUSES ON ORDER, AN ADDITIONAL \$5.45 MILLION TO \$10.9 MILLION WOULD HAVE TO BE TAKEN FROM OTHER CAPITAL PROJECTS OR THE NUMBER OF BUSES PURCHASED REDUCED BY 34 TO 68 BUSES. IF THE NUMBER OF BUSES PURCHASED WERE DECREASED THIS WOULD HAVE THE EFFECT INCREASING OUR BUS REPLACEMENT CYCLE FROM 12 YEARS TO 13.5 YEARS.





## LIFTS MAINTAINABILITY

IN SEATTLE THE LIFT FAILURE RATE IS SAID TO BE 2%. OUR OWN EXPERIENCE WITH A "LIFT-U" LIFT ON OUR SPECIAL SERVICES VEHICLES HAS GIVEN US GROUNDS TO COMPARE. A CTA TECHNICAL SERVICES ENGINEER ALSO WENT TO DENVER AND SEATTLE AND CAN COMPARE THE "LIFT-U" LIFT IN SEATTLE WITH THE "LIFT-U" LIFT ON 20 CARPENTER SPECIAL SERVICES BUSES AND THE COLLINS PLATFORM LIFT USED ON THE SUPERIOR BUSES.

THE FOLLOWING ARE SOME OBSERVATIONS:

- THE LIFT USED ON CARPENTER BUSES FOLDS INTO THE CONFIGURATION OF THE STEPS.
- THE COLLINS LIFT USED ON THE 20 SUPERIOR BUSES IS A PLATFORM LIFT LOCATED AT THE REAR DOOR. AS A PLATFORM LIFT, IT CANNOT BE USED IN A REGULAR CTA BUS BECAUSE IT DOES NOT FOLD INTO THE CONFIGURATION OF STEPS.
- THE COLLINS LIFT REQUIRES APPROXIMATELY 2/3 FEWER HOURS TO MAINTAIN THAN THE LIFT USED ON THE "LIFT-U" LIFT ON CARPENTER BUSES.
- THE CARPENTERS HAD A SCREW DRIVE LIFT, RATHER THAN THE NEWER GENERATION CHAIN BELT LIFT. EVEN THOUGH THEY WORK IN SEATTLE, THEY COULDN'T BE MADE TO WORK PROPERLY HERE.
- THE "LIFT-U" LIFTS ON CTA CARPENTER BUSES HAVE NOW ALL BEEN THROUGH 16 RETROFITS AND IN EFFECT, WE NOW HAVE A NEW GENERATION "LIFT-U" LIFT. THE WORK WAS DONE UNDER WARRANTY AND IS NOT A RESULT OF POOR MAINTENANCE PROCEDURES.
- THE NEW GENERATION "LIFT-U" LIFT ON THE CARPENTER BUSES HAS NOT BEEN PROVEN IN A CHICAGO WINTER SINCE THE LAST OF RETROFITS WAS ONLY RECENTLY COMPLETED.



IT IS NOT KNOWN HOW NEW GENERATION "LIFT-U" LIFTS WOULD OPERATE IN CHICAGO AND YOU MUST DRAW YOUR OWN CONCLUSIONS. HOWEVER, THERE ARE DIFFERENCES BETWEEN CHICAGO AND SEATTLE:

- SEATTLE STREETS HAVE RELATIVELY FEW POTHOLE.
- THERE IS LITTLE, IF ANY, SNOW ACCUMULATIONS AND SALT IS NOT USED.
- THE AIR IS RELATIVELY FREE OF POLLUTANTS, POSSIBLY A REASON FOR SWITCHES, WIRING AND CONTROLS WORKING SO WELL.
- SEATTLE DOES NOT SCHEDULE HEAVY LOADS AND WE OBSERVED NO STANDEES IN STEPWELLS.
- CHICAGO USES ITS "LIFT-U" LIFTS MUCH MORE FREQUENTLY THAN DOES SEATTLE.

CTA STAFF DID REACH SOME CONCLUSIONS:

- IF LIFTS ARE PURCHASED FOR MAINLINE CTA BUSES, THERE MUST BE A COMMITMENT FOR ADDED PERSONNEL AND RESOURCES BEFORE THE LIFTS ARRIVE. WE HAVE TO BE COMMITTED TO OPERATING THE SERVICE PROPERLY.

### LIFT RIDERSHIP

AT THE CTA BOARD'S REQUEST, STAFF HAS DONE AN ANALYSIS OF LIFT USE AND WHAT IT MIGHT BE IN CHICAGO.

SO OUR ESTIMATES WOULD ERR ON THE SIDE OF CONSERVATISM WE BASED OUR ESTIMATES ON THE FOUR CITIES SURVEYED WITH THE HIGHEST REPORTED LIFT USE.



THESE CITIES' LIFT USAGE AND LIFT USERS ON A TYPICAL WEEKDAY ARE:

<u>SYSTEM</u>	<u>LIFT USE</u>	<u>LIFT USERS</u>
SEATTLE	193.0	98.5
OAKLAND (AC)	100.0	50.0
DENVER	45.0	22.5
LOS ANGELES (SCRTD)	40.5	20.3

ALL OF THE SYSTEMS HAVE OVER 50% OF THEIR FLEET ACCESSIBLE (LIFT-EQUIPPED).

EXTRAPOLATION OF THESE NUMBERS FOR CHICAGO ON THE BASIS OF SERVICE AREA POPULATION INDICATES THAT IF CHICAGO'S LIFT USE FARES AS WELL AS THESE SYSTEMS LIFT USE ON A TYPICAL WEEKDAY WOULD BE BETWEEN 24 AND 600. BASED ON THE CURRENT BUS REPLACEMENT PLANS, IT WILL TAKE UNTIL 1990 TO ACHIEVE 50% ACCESSIBILITY IN CHICAGO.

EACH OF THESE SYSTEMS OPERATES WHAT IS PRIMARILY A RADIAL SYSTEM SO PASSENGERS MUST NOT TRANSFER AS OFTEN AS THEY DO IN CHICAGO. IN CHICAGO, 53% OF OUR PASSENGERS TRANSFER ONE OR MORE TIMES TO MAKE A TRIP. IN LOS ANGELES ONLY 27% TRANSFER; IN OAKLAND ONLY 19% TRANSFER. SEATTLE'S RATE IS 31%. TRANSFERS WILL HAVE ONE OF TWO EFFECTS. THEY WILL INCREASE THE NUMBER OF LIFT USES OR DISCOURAGE RIDING.

TO RESPOND TO A QUESTION BY MR. GALLAGHER; LIFT USE IN DENVER IS AFFECTED BY WEATHER. THERE IS A 60% DROP IN LIFT USE DURING WINTER MONTHS AS COMPARED TO THE SPRING OR FALL.



LASTLY STAFF DID AN ANALYSIS OF THE FREQUENCY OF LIFT USE ON A SINGLE TYPICAL BUS IN THESE FOUR CITIES. WE FOUND THE FREQUENCY OF USE TO BE:

<u>SYSTEM</u>	<u>LIFT USE FREQUENCY PER BUS</u>
SEATTLE	ONCE EVERY 3 DAYS
OAKLAND	ONCE EVERY 5 DAYS
DENVER	ONCE EVERY 10 DAYS
LOS ANGELES	ONCE EVERY 46 DAYS

#### IV. PARATRANSIT SERVICES

- DEMAND-RESPONSIVE SYSTEMS ARE OFTEN STRUCTURED DIFFERENTLY, BUT ALL SHARE SOME COMMON ELEMENTS AND ATTRIBUTES.
- THE SERVICE COMES AT LEAST TO THE CURB OF THE RIDER'S PICKUP AND DESTINATION AND CAN GO ALMOST ANYWHERE.
- THE RIDER IS NOT AS SUBJECT TO INCLEMENT WEATHER.
- IT PROVIDES THE RIDER WITH MOBILITY REGARDLESS OF PHYSICAL CONDITIONS.
- IT SERVES MORE SEGMENTS OF THE DISABLED COMMUNITY THAN ACCESSIBLE MAINLINE SERVICES.
- ALLOWS DISABLED PERSONS TO MAINSTREAM IN THE WORLD OF JOBS AND COMMUNITY.

HOWEVER, DEMAND-RESPONSIVE SYSTEMS

- USUALLY REQUIRE USERS TO REGISTER AND MAKE RESERVATIONS IN ADVANCE IN ORDER TO TRAVEL.
- REQUIRE DEDICATED OPERATORS, VEHICLES AND SUPPORT PERSONNEL.





## V. PARATRANSIT COST IMPLICATIONS

- CTA NOW SPENDS \$4 MILLION ANNUALLY AND CARRIES 12,000 MONTHLY.
- INTERNAL CHANGES TO BOOST PRODUCTIVITY MAY ENABLE US TO INCREASE CAPACITY BY ONE-FOURTH TO ONE-THIRD (E.G. MONTHLY RIDERSHIP OF APPROXIMATELY 16,000).
- RELIANCE ON CONTRACTORS WITH LOWER UNIT COSTS (E.G. \$11-\$14 PER TRIP) COULD ALMOST DOUBLE CAPACITY (SOME FUNDS SHOULD BE ALLOCATED FOR EXPANDED PERFORMANCE MONITORING).
- EXPANSION OF SERVICE BY 60 BUSES, AS SUGGESTED BY SOME CURRENT USERS, WOULD INCREASE ANNUAL OPERATING COSTS TO \$10 MILLION IF WE OPERATE AS WE DO NOW.
- FLEET EXPANSION OF THIS MAGNITUDE WOULD EXCEED THE CAPACITY OF WASHINGTON GARAGE BY APPROXIMATELY 20-25 BUSES; A NEW FACILITY WOULD COST \$8 TO \$12 MILLION WITH UNKNOWN OPERATING COST IMPACTS.

## CTA SPECIAL SERVICES

- STARTED IN 1981 IN RESPONSE TO 504 REGULATIONS.
- THESE REGULATIONS HAVE SINCE BEEN CHANGED AND NEW REGULATIONS PROVIDE FOR LOCAL OPTION. CTA COMPLIES WITH THE LETTER OF THIS CURRENT REGULATION.
- STARTED WITH 20 VEHICLES AND A DEDICATED GARAGE.
- 32 VEHICLES, OF A TOTAL OF 42, ARE NOW REQUIRED TO MEET SCHEDULE.
- HOURS OF SERVICE:
  - 6:00 A.M. TO 9:30 P.M. MONDAY THRU FRIDAY
  - 9:00 A.M. TO 5:00 P.M. SATURDAY/SUNDAY/HOLIDAYS
- ELIGIBILITY IS LIMITED TO THOSE UNABLE TO USE CTA SERVICES.



- CERTIFICATIONS HAVE GROWN (SEE CHART).
- RIDERSHIP HAS GROWN TREMENDOUSLY AND STABILIZED AT ABOUT 12,000/MONTH (SEE CHART).
- 50% OF THE TRIPS ARE RESERVED FOR SUBSCRIBERS. THE ADVISORY COMMITTEE RECOMMENDED WE LIMIT SUBSCRIPTIONS TO 50% AT THE ONSET OF THE PROGRAM. THE BALANCE OF 5,700+ REGISTRANTS MUST CALL 24 HOURS IN ADVANCE TO RESERVE A RIDE AND HAVE ACCESS TO 50% OF THE SERVICE. SEVERAL HUNDRED SHARE THE OTHER 50% OF THE SERVICE. SUBSCRIPTION RIDERS GENERALLY HAVE MORE RECURRING TRIPS AND DO NOT HAVE TO CALL IN ADVANCE. SUBSCRIPTIONS ARE ASSIGNED ON A FIRST-COME FIRST-SERVED BASIS.
- STAFF RECOGNIZED SPECIAL SERVICES WAS VERY COSTLY AND THERE WAS A NEED TO IMPROVE SERVICE QUALITY AND PRODUCTIVITY.
- IN JANUARY, 1984, THE BOARD AUTHORIZED CTA TO ENTER INTO A CONTRACT WITH DAVE CONSULTING, INC., TO ANALYZE THIS SERVICE FROM TOP TO BOTTOM.
- THE FOLLOWING ARE THE HIGHLIGHTS OF THE CONSULTANTS FINDINGS.
  - PER TRIP COST IS HIGH -- ABOUT \$27.00.
  - THE SYSTEM WAS ESTABLISHED WITHOUT ANY REGULAR PROGRAM OF PERFORMANCE MONITORING.
  - A HIGH LEVEL OF COMMITMENT BY STAFF WAS FOUND.
  - PRODUCTIVITY IS LOW AND THERE IS ROOM FOR IMPROVEMENT IN BOTH EFFICIENCY AND EFFECTIVENESS.
  - THE PROGRAM'S SCHEDULING AND DISPATCHING PROCEDURES ARE VERY INEFFICIENT.
  - THE PRESENT COMPUTERIZED SYSTEM COULD BE IMPROVED RESULTING IN BETTER SCHEDULING, PRODUCTIVITY AND REPORTING.
  - JOB DESCRIPTIONS ARE INADEQUATE.



- SPECIAL SERVICES PLAYS A SECONDARY ROLE TO THE PRIMARY MISSION OF DEPARTMENTS AND SOME REORGANIZATION IS NEEDED.
- THE SELECTION OF VEHICLES USED IN THE PROGRAM APPEARS TO BE REALISTIC.
- SUBSTANTIALLY MORE VEHICLES ARE REQUIRED TO MEET DEMAND WITH A 24-HOUR RESERVATION REQUIREMENT.
- SPECIAL SERVICES SHOULD FUNCTION AS A FEEDER SERVICE AS MORE ACCESSIBLE STATIONS AND RAPID TRANSIT CARS ARE INTRODUCED.
- THIS LAST FINDING SUPPORTS STAFF PROPOSALS IN THE REGIONAL 504 TRANSITION PLAN PREPARED IN 1980.

THE FEASIBILITY OF CONTRACTING AND CONTRACTING OPTIONS WAS ALSO STUDIED BY OUR CONSULTANTS AND IS RECEIVING CONSIDERABLE ATTENTION.

- SEVERAL PRIVATE PROVIDERS HAVE MADE PROPOSALS TO OPERATE SPECIAL SERVICES.
- OTHER TRANSIT SYSTEMS HAVE HAD SUCCESS WITH THIS APPROACH.

WHY CONSIDER CONTRACTING?

- LOWER UNIT COSTS
- POTENTIAL FOR IMPROVED PRODUCTIVITY LEADING TO BETTER SERVICE
- INVOLVEMENT OF THE PRIVATE SECTOR

SEVERAL COMPARISONS OF COSTS AND RIDERSHIP WITH OTHER TRANSIT OPERATORS WERE MADE THAT ILLUSTRATE THESE POINTS (TWO CHARTS TO BE DISPLAYED).





WHAT DO THESE CITIES DO DIFFERENTLY?

- NONE RELY EXCLUSIVELY ON THEIR OWN OPERATORS.
- MINNEAPOLIS AND CLEVELAND SUPPLEMENT SERVICE BY THEIR OPERATORS WITH PRIVATE CONTRACTS: CLEVELAND PAYS ITS OPERATORS A LOWER WAGE RATE.
- BOSTON, MIAMI AND PORTLAND USE PRIVATE CONTRACTORS EXCLUSIVELY.
- PHILADELPHIA AND PITTSBURGH CONTRACT WITH A BROKER WHO SUBCONTRACTS WITH PRIVATE OPERATORS.
- DALLAS AND MILWAUKEE HAVE A USER-SIDE SUBSIDY PROGRAM.

MOST CITIES INVOLVE MULTIPLE CONTRACTORS:

- ASSIGNED TO SPECIFIC SERVICE ZONES
- PROVIDE DIFFERENT TYPES OF VEHICLES
  - SEDANS FOR SEMI-AMBULATORY
  - LIFT-EQUIPPED VANS FOR WHEELCHAIR USERS
- KEEP COSTS LOW, PERFORMANCE AND RESPONSIVENESS HIGH THROUGH COMPETITION AND CROSS-OPERATOR COMPARISONS



A PRECEDENT EXISTS FOR CONTRACTING SERVICE IN THE CHICAGO AREA:

- CITY OF CHICAGO, DEPARTMENT OF AGING AND DISABILITY CONTRACTS FOR SERVICE
- RTA'S PARATRANSIT PROGRAM HAS 16 CONTRACTORS

THERE ARE THREE METHODS OF CONTRACTING:

- 1) DIRECT CONTRACTS BETWEEN THE CTA AND PRIVATE CARRIERS.
- 2) A BROKERAGE SYSTEM.
- 3) A USER-SIDE SUBSIDY PROGRAM.

A BROKERAGE SYSTEM:

- BRINGS IN A TRAINED MANAGER TO OVERSEE OPERATIONS AND MANAGEMENT; SERVES AS A "BUFFER" BETWEEN SPONSOR AND OPERATOR.
- REDUCES TO A MINIMUM THE NEED FOR CTA RESOURCES AND STAFF FOR MANAGEMENT AND CONTROL.
- MAY BE THE BEST METHOD OF TAPPING INTO OTHER LOCAL, STATE AND FEDERAL RESOURCES.
- CTA, AS AN OPERATOR, MAY BE INELIGIBLE TO TAP INTO SOME SOURCES DUE TO PROGRAM RESTRICTIONS AND FEDERAL REQUIREMENTS WHICH PROHIBIT UNFAIR COMPETITION WITH PRIVATE CARRIERS (E.G. SCHOOL BUS CHARTER PROBLEM). WITH A BROKER, THE SOCIAL AGENCIES FUNNEL FUNDS THROUGH THE BROKER.
- IS USED VERY SUCCESSFULLY IN PITTSBURGH.
- IN PITTSBURGH, 50 HUMAN SERVICE AGENCIES AND THE TRANSIT AGENCY, THE CATALYST AND INITIATOR OF THE BROKER, CONTRACT FOR SERVICES WITH 13 CARRIERS.
- THE BROKER IS ABLE TO DELIVER SERVICE AT A LOW PER UNIT COST DUE TO GROUP VOLUME AND COMPETITION AMONG CARRIERS.



- PROGRAMS WORK WITH SCRP. CARRIERS CAN BE REIMBURSED ACCORDING TO HOURS OR TRIPS OPERATED.
- GIVES THE TRANSIT AUTHORITY MORE CONTROL OVER THE PROGRAM THAN A USER-SIDE SUBSIDY PROGRAM.
- ENABLES/ENCOURAGES COORDINATION OF SERVICE, ESPECIALLY IF USED AS A FEEDER TO AN ACCESSIBLE RAIL SYSTEM.
- CTA STAFF HAS HAD EXPLORATORY DISCUSSIONS WITH SEVERAL SOCIAL SERVICE AGENCIES IN CHICAGO. THESE AGENCIES INDICATED AN INTEREST IN THIS CONCEPT.

THE CTA BOARD REQUESTED AN ESTIMATE OF THE COST OF FUNDS SPENT BY SOCIAL SERVICES AGENCIES IN CHICAGO FOR TRANSPORTATION SERVICE FOR THE DISABLED.

THE RTA CONDUCTED TWO SURVEYS OF SOCIAL SERVICE TRANSPORTATION SERVICES AND FOUND:

- 49 ORGANIZATIONS PROVIDE OR FUND SERVICE IN CHICAGO.
- THEY OPERATE 170 VEHICLES.
- RTA ESTIMATES THAT 32 OF THE 49 ORGANIZATIONS (WHO OPERATE WITHOUT VOLUNTEERS) SPEND APPROXIMATELY \$2.3 MILLION. MOST AGENCIES DO NOT KNOW THEIR TRANSPORTATION EXPENDITURES OR ARE UNWILLING TO SHARE THIS INFORMATION.
- THE CITY DEPARTMENT OF AGING AND DISABILITY SPENDS AN ADDITIONAL \$750,000.



- THE STATE DEPARTMENT OF VOCATIONAL REHABILITATION SERVICES IN THE COOK COUNTY AREA SPEND SOMEWHERE BETWEEN \$250,000 AND \$1 MILLION.
- COOK COUNTY HOSPITAL SPENDS A CONSIDERABLE BUT UNKNOWN SUM ON TRANSPORTATION SERVICE.
- THE DEPARTMENT OF PUBLIC AID IS ONE OF THE AGENCIES WITH THE SINGLE LARGEST BUDGET FOR TRANSPORTATION SERVICES. ITS TRANSPORTATION BUDGET IS BURIED BUT MAY BE AS HIGH AS \$3.5 MILLION. A GRAND TOTAL THEN FOR THESE SERVICES IS THEN AS HIGH AS \$7.5 MILLION, EXCLUDING CTA SERVICES AND BOARD OF EDUCATION TRIPS PROVIDED BY ROBINSON BUS SERVICE.

USER-SIDE SUBSIDY PROGRAMS ARE OPERATED IN SEATTLE, MILWAUKEE AND DALLAS.

- IN SEATTLE, 6,800 TRIPS ARE PROVIDED AT A COST OF LESS THAN \$30,000 PER MONTH (\$4.41 PER TRIP).
- SEATTLE'S PROGRAM LIMITED TO LOW INCOME DISABLED.
- THERE IS AN ANNUAL SUBSIDY LIMIT OF \$125.00 PER PERSON EXCEPT IN HARDSHIP CASES.
- MILWAUKEE HAS A LARGER USER-SIDE SUBSIDY PROGRAM. THIS IS THE TRANSIT SYSTEMS' PRIMARY PROGRAM FOR DISABLED CITIZENS.
- RIDERS PAY FIRST \$1.75 TOWARDS A RIDE AND MILWAUKEE COUNTY PAYS THE NEXT \$6.50 TOWARDS A CAB RIDE (AT THE METERED RATE) OR \$9.50 FOR A VAN TRIP.
- THERE IS NO LIMIT TO THE NUMBER OR PURPOSE OF RIDES.





- RIDERS CAN CALL ANY CARRIERS. THIS ENCOURAGES COMPETITION AND KEEPS SERVICE QUALITY UP.
- THIS PROGRAM IS SIMPLE BUT THERE ARE FEW SAFEGUARDS AGAINST FRAUD.
- THE DALLAS USER-SIDE SUBSIDY PROGRAM WAS ESTABLISHED IN 1984 WITH THE CONTRACTED SERVICE; 19,000 TRIPS IN MARCH 1984.
- USERS CAN CALL ANY ONE OF 4 VAN OPERATORS AND 3 TAXI COMPANIES. VANS ARE REIMBURSED \$9 PER TRIP; TAXIS RECEIVE METER RATE.
- LACK OF CONTROL, BUDGET UNCERTAINTY AND POTENTIAL FOR FRAUD CAN BE MAJOR CONCERNS WITH USER SIDE SUBSIDY PROGRAMS.

## V. LEGAL ISSUES

THE CHICAGO TRANSIT AUTHORITY (CTA) STAFF HAS BEEN FOLLOWING LEGAL DEVELOPMENTS ON THE ISSUE OF LIFTS CLOSELY OVER THE YEARS. THIS IS NOT A LEGAL OPINION, BUT SEVERAL LAWS AND RULINGS STAND OUT.

- ONLY TWO STATES REQUIRE LIFTS ON MAINLINE BUSES; CALIFORNIA AND MICHIGAN.
- IN COLORADO, DEFENDANTS CITED THE PUBLIC ACCOMMODATIONS LAW AS REQUIRING THE RTD TO PURCHASE LIFTS FOR MAINLINE BUSES. THIS WAS TURNED DOWN ON FINAL APPEAL BY THE COLORADO SUPREME COURT. TO DATE, THERE HAVE BEEN NO SUCCESSFUL CHALLENGES REQUIRING LIFTS ON BUSES DUE TO STATE PUBLIC ACCOMMODATION LAWS.



- IN A CASE AGAINST THE RHODE ISLAND PUBLIC TRANSIT AUTHORITY (RIPTA), A FEDERAL APPEALS COURT DETERMINED THAT THE TRANSIT AUTHORITY DID NOT HAVE TO PURCHASE LIFT-EQUIPPED BUSES. RIPTA OPERATED A PARATRANSIT PROGRAM THAT MET FEDERAL GUIDELINES EVEN THOUGH RIPTA ACKNOWLEDGED IT DID NOT FULLY MEET THE TRAVEL NEEDS OF THE DISABLED. YOU MAY RECALL THAT THE RIPTA CASE WAS REFERENCED BY ADAPT IN THEIR FIRST MEETING.



## VI. COST COMPARISONS

TO BETTER COMPARE THE COST OF THE VARIOUS METHODS OF PROVIDING SERVICE TO THE DISABLED, THE FOLLOWING COMPARISON CHARTS HAVE BEEN COMPARED.

THIS FIRST CHART ILLUSTRATES THE COSTS OF MEETING ALL DEMAND FOR TRANSIT SERVICE AND MAKING THE CTA BUS FLEET ACCESSIBLE. AS CAN BE SEEN THE MOST EXPENSIVE OPTION IS EXPANSION OF SPECIAL SERVICE COMBINED WITH THE LIFTS ON THE CTA FLEET. THE TOTAL ANNUAL COST OF THIS OPTION IS \$20.4 M.



COST & TRIP COMPARISON

Service Type	Annual Operating Cost	Annual Capital Cost	Weekday Trips Served
Contract Service	\$ 6.6M <sup>1,7</sup> to \$8.4M <sup>2,7</sup>	\$ 0	2,000 <sup>8</sup>
CTA Special Service	12M <sup>3</sup>	1.0M <sup>4</sup>	2,000 <sup>8</sup>
Complete Accessibility	4.6M <sup>6</sup>	2.8M <sup>5</sup>	100 - 600

NOTE:

1. Based on cost \$11.00 per trip.
2. Based on cost of \$14.00 per trip.
3. Assumes 25% increase in productivity.
4. Based on fleet size of 120 buses and construction of 1 garage @ estimated at \$12M.
5. Based on cost per lift of \$15,000.
6. Based on ratio of 1 mechanic for every 20 vehicles.
7. Based an annualization factor of 300.
8. Demand for a transit service with a 24-hour subscription service.  
Source: Dave Consulting Inc. The demand rate with a 1-hour reservation requirement would be 4,000 trips per weekday.





THIS SECOND CHART COMPARES THE THREE OPTIONS OF CONTRACTING,  
CONTINUATION OF SPECIAL SERVICE AND FLEET ACCESSIBILITY WHEN ANNUAL  
OPERATING COSTS ARE HELD AND FIXED AT \$4.6 M.



COST AND TRIP COMPARISON

- Contract Services
- CTA Special Service
- Accessible Fixed-Route

---

	Annual Operating Cost	Annual Capital Cost	Weekday Trips Served
Contract Service	\$4.6M	\$ 0	1100 - 1400 <sup>1</sup>
Special Service	4.6M <sup>2</sup>	787K <sup>7</sup>	845
Complete Accessibility Fixed-Route Buses (2275 Buses)	4.6M <sup>5</sup>	2.840M <sup>4,6</sup>	100 - 600 <sup>3</sup>

---

## NOTES:

1. Based on a cost per trip \$11 to \$14 assumes 84% of total trips are made weekdays.
2. Based on productivity increase of 25%.
3. Based on lift used in other cities (ratio of lift use to buses) 600 is based on Seattle experience (published 1983 figures) and 100 based on 1983 average for Denver.
4. Based on a cost per lift of \$15,000.
5. Assumes one additional mechanic needed for every 20 buses.
6. Assumes no increase in spare ratio.
7. Assumes productivity increase of 25%.



THE THIRD CHART ILLUSTRATES COSTS AND RIDERSHIP OVER THE NEXT TWELVE YEARS FOR FIXED-ROUTE ACCESSIBILITY ONLY.



FIXED-ROUTE ACCESSIBILITY ESTIMATED RIDERSHIP & COST BY YEAR

Delivery Year	Buses	Operating <sup>2,7</sup> Cost	Capital <sup>3,7</sup> Cost	Low <sup>4</sup> Lift	Use High <sup>5</sup>
1985	363	\$ 726,300	\$ 5,445,000	15 .	87
1986	-	726,300	-	15 .	87
1987	200	1,129,800	3,000,000	24 .	139
1988	200	1,533,300	3,000,000	34 .	191
1989	200	1,936,800	3,000,000	43 .	243
1990	200	2,340,300	3,000,000	53 .	295
1991	200	2,743,800	3,000,000	61 .	341
1992	-	2,743,800	-	61 .	341
1993	200	3,147,300	3,000,000	68	394
1994	262	3,671,850	3,930,000	73 .	434
1995	250	4,156,050	3,750,000	91 .	527
1996	<u>200</u>	<u>4,559,550<sup>6</sup></u>	<u>3,000,000</u>	103 .	579
	2,275	\$29,414,700	\$34,125,000		

NOTE:

1. Based on draft replacement program.
2. One added mechanic required for every 20 lifts.
3. Cost per lift is assumed to be \$15,000.
4. Based on a published Denver lift use rate for 1983 of 45 lift uses per weekday and a population extrapolation for Chicago. In early years, ridership is overstated because travel is a factor of service coverage and the extrapolation rate was held constant. In Denver, base service is 100% accessible.
5. Based on a published Seattle lift use rate for 1983 of 193 lift uses per weekday and population extrapolation for Chicago. In early years, ridership is overstated because travel is a factor of service coverage and the extrapolation rate was held constant.
6. Annual operating cost in 1996 and all succeeding years.
7. No increase in spare ratio assumed.





## APPENDIX



# Chicago Transit Authority

Operations Planning Department  
Route & System Planning

Lifts-Capital Costs  
Fixed Route Bus System

OP-x84109  
Revised  
8-03-84

## Introduction

Proposed regulations give recipients of federal funds for mass transportation the option of meeting the 504 regulations by either making one half of the vehicles used in peak hour service accessible, (not one half the fleet) providing a paratransit service or a combination of the above. The experience of all cities to date is that wheelchair lifts on fixed-route buses are expensive and difficult to maintain.

In Denver, of the buses that actually make it into "street" service, there is on the average of 24% failure rate. AC Transit in Oakland, California in July, 1983 found that a typical day 10% of the total fleet of accessible buses were in the shop on any given day and 20% of the scheduled accessible buses had lifts that didn't work. Therefore, more than half the fleet would need to be accessible of 50% of the buses used in fixed-route service were to have working lifts. Seattle has "Lift-U" lifts. Their experience has been very good and their failure rate on lifts is about 2%.

The experience this past winter of Denver RTD proves Oakland is not unique. The severe cold and snow forced Denver to briefly suspend lift maintenance. This allowed the lift mechanics to be redeployed to assure RTD had enough buses in working order to meet schedule. The result of this temporary suspension was that over 50% of the lifts were not in operating condition during a brief period. RTD reports they have a high failure rate on their EEC lifts but their "Lift-U" lifts are also operating satisfactorily.

## Capital Costs - Lifts

It is estimated that the added capital cost per bus for a wheelchair lift is \$10,000<sup>1</sup> to \$17,000<sup>2</sup>. Thus the added capital cost (at \$15,000<sup>3</sup> per lift) required to make the entire fleet and 50% of the fleet accessible (lift-equipped) over the next 12 years is illustrated below.

<u>Delivery Year</u>	<u>Lift on 100% Buses to be Purchase</u>	<u>Added Capital Cost \$15,000/Lift</u>	<u>Lifts on 50% of Buses to be Purchased</u>	<u>Added Capital Cost</u>
1985	363	\$ 5,445,000	182	\$ 2,730,000
1986	-	0	0	0
1987	200	3,000,000	100	1,500,000
1988	200	3,000,000	100	1,500,000
1989	200	3,000,000	100	1,500,000
1990	200	3,000,000	100	1,500,000
1991	200	3,000,000	100	1,500,000
1992	-	0	0	0
1993	200	3,000,000	100	1,500,000
1994	262	3,930,000	131	1,965,000
1995	250	3,750,000	125	1,875,000
1996	200	3,000,000	100	1,500,000
	<u>2,275</u>	<u>\$34,125,000</u>	<u>1,138</u>	<u>\$17,070,000</u>

1. SCRTD (Los Angeles) bid & Seattle bid price.
2. 1981 bid price to CTA for a lift on articulated buses.
3. Price quoted by Flyer to Human Rights Commission if 363 Flyer buses had been ordered/bid with lifts.



Based on the Seattle experience, if CTA chose to make its entire fleet accessible and guarantee that every bus in operation had working, operable lift, the size of the fleet might have to be increased by 45 buses, or 2%. Presently, CTA's fleet size is 2,275 buses.

Denver has changed its procurement plans to purchase buses because of the lift issue. They purchase an additional 5% to handle lift failure in an effort to insure that the buses in service have a working operable lift. Only experience will tell if in Chicago the spare ratio would have to be increased, and if so, by how much.

#### Cost Summary

Lift on 2,275 buses	\$34.1 million <sup>1</sup>
---------------------	-----------------------------

- 
1. Assumes all added buses purchased are 40' regular, lift-equipped transit coaches. Cost per bus \$160,000/unit.



The addition of lifts on fixed-route buses will increase the average annual operating cost per bus. The added operating costs result primarily from the need to inspect and maintain the lifts. In Seattle where lift use is highest, the transit authority has found it necessary to increase running time to accomodate lift use vis-a-vis delays.

The state-of-the-art of lift technology has not produced a proven, easily maintained and reliable lift to date for use in Chicago. In July, 1983 an AC Transit staff report found 20% of the scheduled accessible buses had lifts that didn't work with an average 10% of the total fleet of accessible buses in the shop on any given day.<sup>1</sup> A fact finding trip to Denver found only 12% of their EEC lifts working. Both Denver and Seattle report good success with "Lift-U" lifts. In Seattle the "Lift-U" failure rate is about 2%.

The U.S. DOT estimates that operating costs per bus year will increase by \$800 due to the presence of lifts.<sup>2</sup> Inspecting and maintaining the lift equipment in San Diego was calculated to cost \$3380 per bus per year.<sup>3</sup> AC Transit in Oakland, California reports its 1984 budget for lift maintenance is \$1250.00 per bus. This does not include parts or training. In Los Angeles a "lift" repairer is required for every 24 lifts at a cost of \$2785.00 per lift. In Washington D.C. a repairer is required for every 12 lifts and in Denver, Colorado a lift repairer is needed for every 22 lifts. Seattle does not have dedicated lift mechanics so it was impossible to compute the ratio of mechanics to lifts.

The following table shows the added incremental operating costs CTA would incur over the next 12 years due to the addition of lifts on fixed-route buses assuming a repairer is needed for every 20 vehicles and CTA's Draft Bus Replacement Plan. CTA buses operate more miles per year than do buses in most cities, hence the use of the 1/20 ratio (1 repairer per 20 buses). Some cities do not have dedicated lift mechanics, but there seems to be general agreement, an additional mechanic is needed for every 15-25 lifts.

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1"AC Transit, Bart Under Fire," San Francisco Examiner: December 18, 1983

2Environmental Impact Statement Draft, on Section 504 Regulations, U.S. DOT, June, 1980; p. A-1.

3Recent Experience with Accessible Bus Services, by Robert Casey, UMTA, August, 1979, p. 26.





LIFT-EQUIPPED BUSES

12 Year Incremental Operating Costs<sup>1</sup>

<u>Year</u>	<u>Lift-equipped buses purchased<sup>2</sup></u>	<u>Additional repairers needed</u>	<u>Total annual lift repair cost</u>
1985	363	18	\$ 726,300
1986	0	0	726,300
1987	200	10	1,129,800
1988	200	10	1,533,300
1989	200	10	1,936,350
1990	200	10	2,340,300
1991	200	10	2,743,800
1992	0	0	2,743,800
1993	200	10	3,147,300
1994	262	13	3,671,850
1995	250	12	4,156,050
1996	<u>200</u>	<u>10</u>	<u>4,559,550<sup>4</sup></u>
	2,275	113	\$29,414,700 <sup>3</sup>

1 Does not include parts.

2 Lift-equipped buses - standard and articulated buses.

3 Cumulative added labor cost based on 778 man years.

4 Annual operating in 1996 and succeeding years.



# Chicago Transit Authority

General Operations Division  
Operations Planning Department  
Route & System Planning

Lift Maintenance  
Chicago Experience

OP-x84131  
7/26/84

## Introduction

Maintaining lifts on mainline buses has been problematic. Some properties have expressed satisfaction with the new generation GMC lift, but the best state-of-the-art observed by CTA Engineering/Maintenance staff has been the "Lift-U" lift used in Seattle (with only a 2% failure rate). Vapor no longer manufactures lifts. TDT<sup>1</sup> is in bankruptcy court. The EEC<sup>2</sup> lifts in Denver had only a 12% success rate. "Lift-U" lifts are being used in Chicago on CTA's Carpenter buses in Special Service.

## Chicago Experience with "Lift-U" Lifts

CTA's Carpenter buses came with a screw drive "Lift-U" lift. The "Lift-U" lifts with screw drive work well in Seattle, but could not be made to work properly at CTA even with a well trained staff and "Lift-U" lift service people at Washington garage almost at all times.

From the beginning the lift was troublesome and required a disproportionate amount of labor hours and replacement parts. In 1983, the man hours expended for the Lift-U lift were 2488 hours for 20 buses while the older Collins platform lift (1981) required only 767 hours. The figures shown for the Lift-U lift do not reflect the time spent by the Lift-U service representative almost always on CTA property. Finally, the maintenance problems became so severe that Lift-U agreed to a retrofit to their new chain drive configuration at their cost. The chain drive has been installed on all 20 Carpenter buses just recently so little experience has been gained with the retrofitted lifts, although the reliability has improved.

Based on CTA experience at Washington with Lift-U lift full access for 2275 buses CTA Technical Services estimates it would require 283,010 additional repair hours (+) to maintain the lifts if the same level of maintenance is required. Only experience in Chicago on our streets will establish lift reliability here.

There are several differences between Chicago and Seattle:

- The roads in Seattle are in excellent condition, clean, free of potholes or irregular surfaces.
- Salt is not used in the winter and I am told snow does not stay on the ground for very long.
- The loads carried seem to be much lighter than CTA, no standees in stepwell.
- The air was fresh and clean no pollutants, possibly a reason for switches, wiring and controls working so well.

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<sup>1</sup>TDT, Transportation Design Technology

<sup>2</sup>Environmental Engineering Corporation



Conclusion

The Lift-U lift, successful in Seattle has not proven reliable in CTA service as yet. Maintenance must have a definite committment from management for needed manpower, training and parts before any new lifts are purchased.



Chicago Transit Authority  
General Operations Division  
Operations Planning Department  
Routes/Systems

Chicago's Mobility-Limited  
Population

OP-x78231

DPW Survey Data

9/18/78

	<u>Mobility-Limited</u>	<u>Severely Mobility-Limited</u>
Population	113,000	31,000*
Percentage of total population of Chicago**	3.55%	0.97%
Trips/day	106,200	13,600
Trips/person/day	.94	.44
Percentage of all trips compared to originating CTA weekday riders	9.2%	1.2%
Number of trips made on CTA by handicapped	31,900	1,500
Percentage of trips made on CTA	30%	11.2%
Transportation related to lack of employment	2,265	1,100
Percentage -- transportation related to lack of employment	2%	3.5%
Median age	63	71
Regularly drives or has access to auto	66%	68.5%
Percentage that have great difficulty or cannot use cab	9.1%	12%
Number who have great difficulty or cannot use cabs	10,300	3,700
Special services is primary mode of transportation	1.6%	-
Percent that live three blocks or less from bus or rapid transit stop	81.7%	83.3%
Percent that live more than three blocks from bus or rapid transit stop	17.3%	16.7%
Percent that cannot use door-to-door service with lifts or ramps	5.8%	-

\* Approximately 5,700 persons, 18.4% of the severely mobility-limited population, or 0.1775% of the total population is wheelchairbound.

\*\*Estimated population of Chicago--3.2 million.

Definition: Mobility-limited is a broad definition for persons who have some difficulty using a CTA bus. Severely mobility-limited persons are defined as persons who have great difficulty or cannot use a CTA bus.

JHR:ml





# Chicago Transit Authority

Operations Planning Department  
Route & System Planning

Special Service for Disabled

OP-x84089

Comparison of Selected  
Demand Response Systems

4/20/84

<u>City</u>	<u>Operated by Transit Agency</u>	<u>Operated by Contractor</u>	<u>Contracted thru Broker</u>	<u>Monthly Rider- ship</u>	<u>Vehicles</u>	<u>Cost/Trip</u>
Atlanta <sup>1</sup>	X			1,200	20 buses	\$40.00
Boston		X		8,800	45 vans	\$12.30
Chicago	X			12,500	42 buses	\$26.00
Cincinnati		X		5,600	10 vans	\$11.16
Cleveland <sup>2</sup>	X	X		30,000	57 vans/cabs	\$10.20
Columbus		X		1,000	11 vans/cabs	\$ 9.38
Detroit (SEMTA) <sup>3</sup>	X	X		10,500	145 small buses	\$ 8.00
Denver	X			3,750	13	\$19.17
Houston <sup>4</sup>		X		40,000	74 vans/cabs	\$ 9.21
Minneapolis <sup>5</sup>	X	X		35,000	Vans/cabs	\$10.70
Miami <sup>6</sup>			X	12,000	Sedans/cabs	
Philadelphia			X	13,000	20 sedans/ 30 cabs	\$16.50
San Francisco		X	X	20,000	Vans/cabs	\$ 8.42
Syracuse	X			11,100	16 vans	Not Available

<sup>1</sup> Operated essentially as a subscription fixed route service

<sup>2</sup> Includes elderly as well as disabled

<sup>3</sup> Includes general-purpose Dial-A-Ride

<sup>4</sup> 14,000 carried by MTC and 21,000 by private carriers under contract

<sup>5</sup> Includes unspecified senior-citizen ridership in federally-reimbursed nutrition program

<sup>6</sup> Includes unspecified ridership in federally-reimbursed dialysis program

DSL:H

4/20/84

# Chicago Tunnel Authority

Operations Planning Department  
Route & System Planning

City  
Miles  
Feet

City

Atlanta

Boston

Chicago

Cincinnati

Cleveland

Columbus

Denver

Denver

Houston

Indianapolis

Kansas City

Philadelphia

San Francisco

Seattle

1. Total miles

2. Total feet

3. Total miles

4. Total feet

5. Total miles

6. Total feet

Page 1

Page 2

# Chicago Transit Authority

Planning/Development Division  
Operations Planning Department  
Route & System Planning

System	Fixed-Route Lift Equipped Buses	Lift Equipped Buses <sup>8</sup>		Lift Use (Weekday Ridership)	Maintenance Cost	Operating Cost per Lift Trip
		Total Fixed-Route Buses	Other Cities			
Boston	84	954		3-4	Unknown	Unknown
Dallas	85	560		3/day	1 mechanic per every 21 buses <sup>3</sup>	Unknown
Denver	432	768		45/day <sup>6</sup>	1 mechanic per every 22 buses <sup>3</sup>	Unknown
Detroit-DOT	220	771		M11	Stopped <sup>3</sup>	Unknown
Detroit-SEMTA	130	330		5	Unknown	Unknown
Los Angeles	1862	2949		40.5/day	1 mechanic per 24 buses or \$2785/bus	Unknown
Milwaukee	250	578		N/A	Lifts locked or <sup>5</sup> removed	N/A
NYCTA	1487 <sup>4</sup>	4190		Very low, unknown	Unknown	Unknown
Oakland	527	825		100/day	\$1250 bus <sup>2</sup>	Unknown
Philadelphia	468 <sup>7</sup>	1600		40/month		
San Francisco	280 on order	503		N/A	N/A	N/A
Seattle	577	1165		193/day	\$439 per bus	\$4.97
St. Louis	170	1030		10 or less a month	\$500K <sup>1</sup> -600K	\$4,400
Washington, D.C.	151	1875		7-8/day	1 mechanic per 12 buses	\$300 (includes depreciation)

<sup>1</sup>includes parts

<sup>2</sup>does not include parts or training

<sup>3</sup>gave up trying to maintain

<sup>4</sup>200 of 1487 were Grummans & now out of service

<sup>5</sup>now operates a user-side subsidy program as a replacement to lift program

<sup>6</sup>active ridership is slightly higher than reported due to reporting procedures.

<sup>7</sup>132 of 150 TDT Inoperable. TDT is in bankruptcy court and parts are unavailable.

<sup>8</sup>No plans to purchase more lift equipped main-line buses.

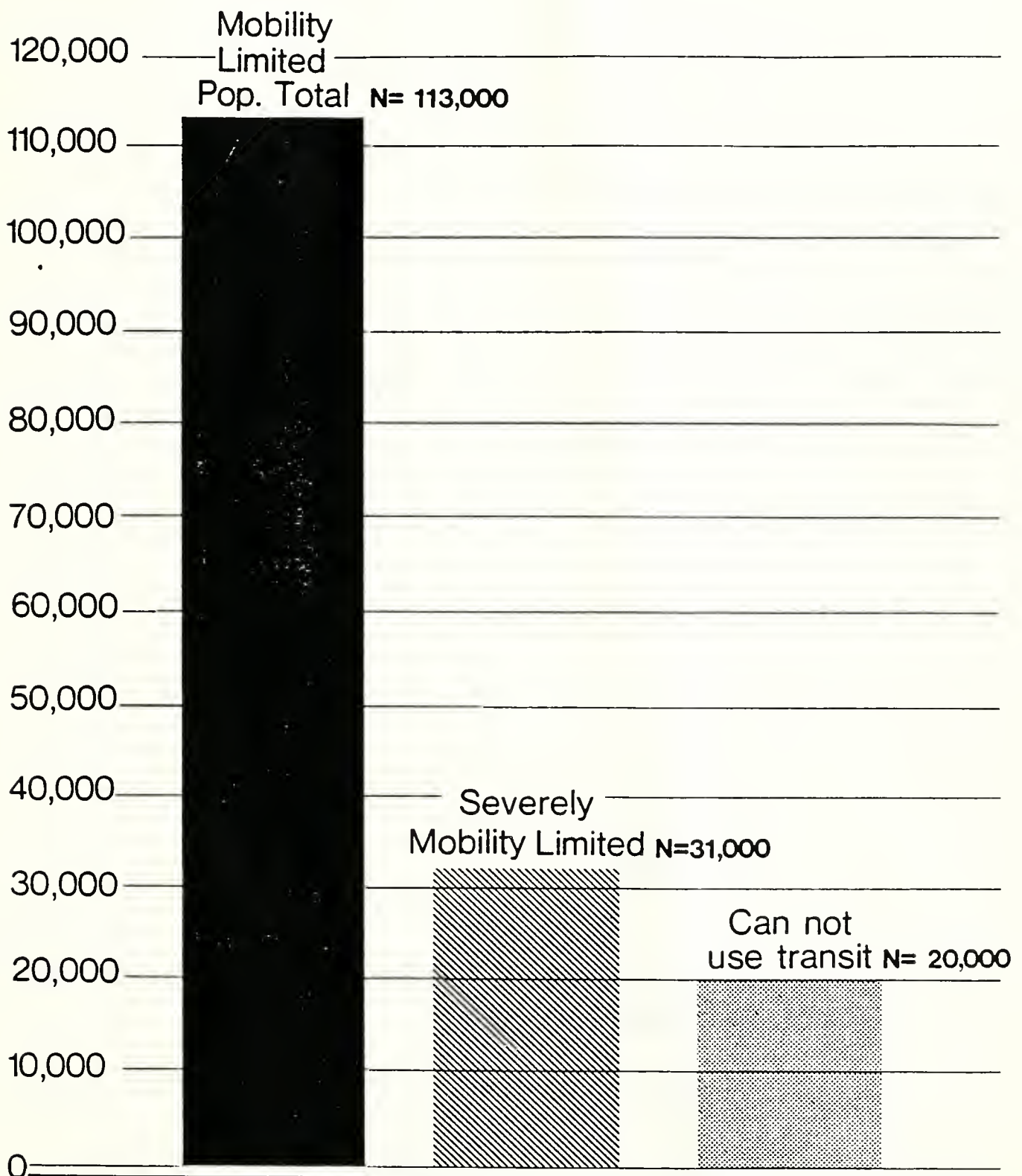
<sup>8</sup>Based on phone survey conducted July, 1984.



EXHIBITS



# Mobility Limited Population

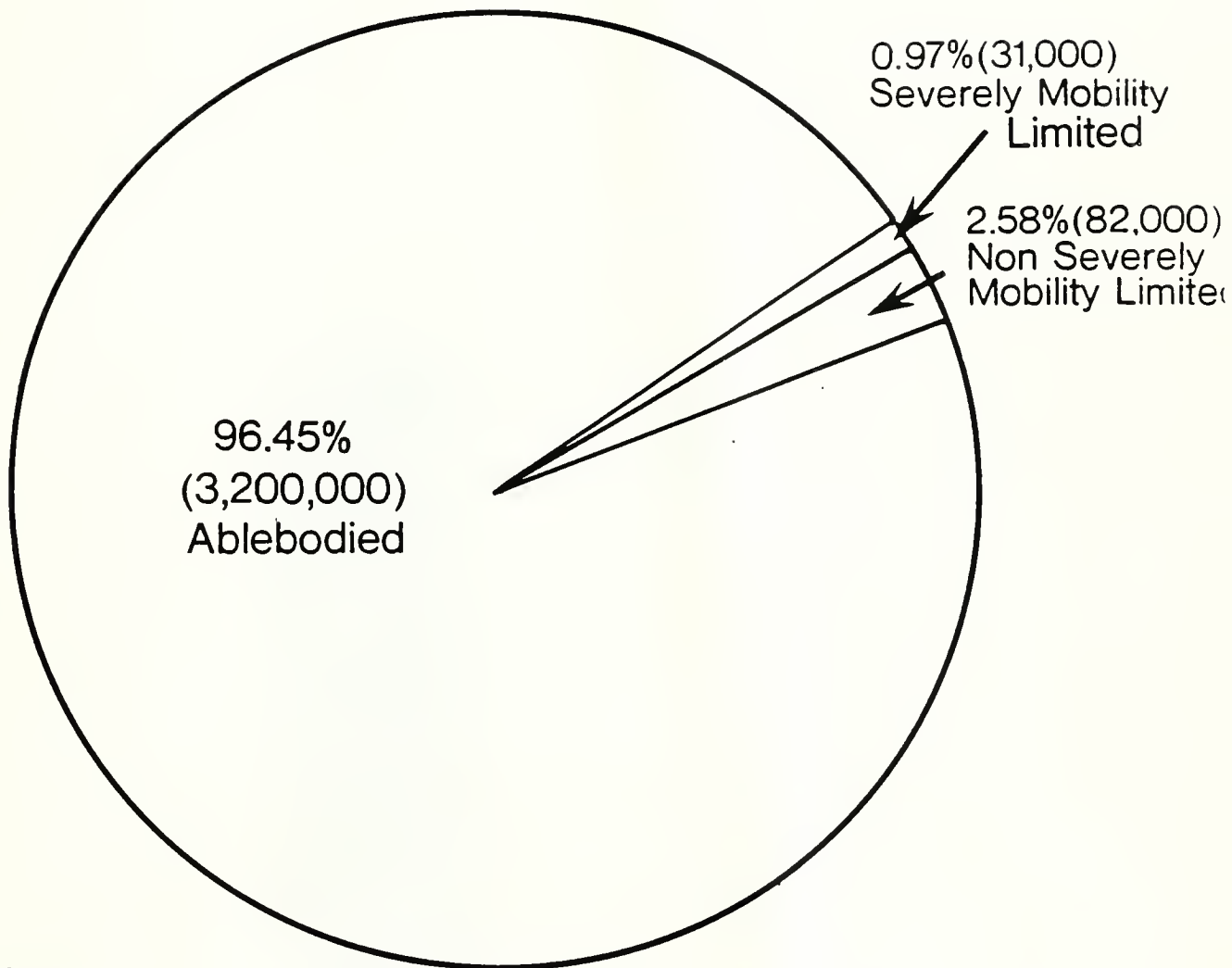


Source : City of Chicago Department of Public Works , A Survey of Mobility Limited Persons. 1978





# Chicago's Mobility Limited Population



## Definitions:

**Severely Mobility-Limited** -- Unable or can only use a CTA bus with great difficulty

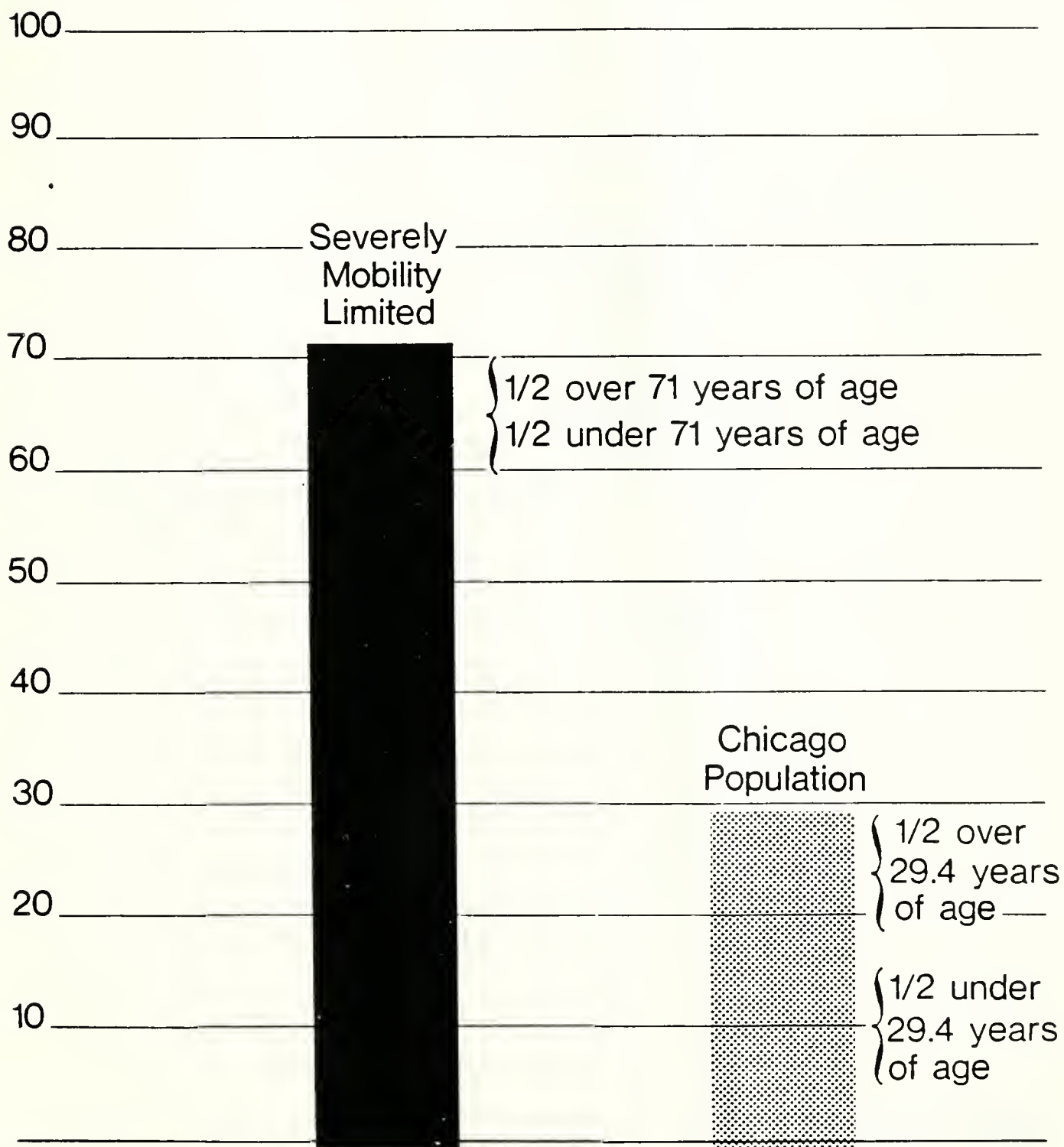
**Mobility-Limited** -- Can use a CTA bus with some difficulty

Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978



# Severely Mobility Limited Median Age

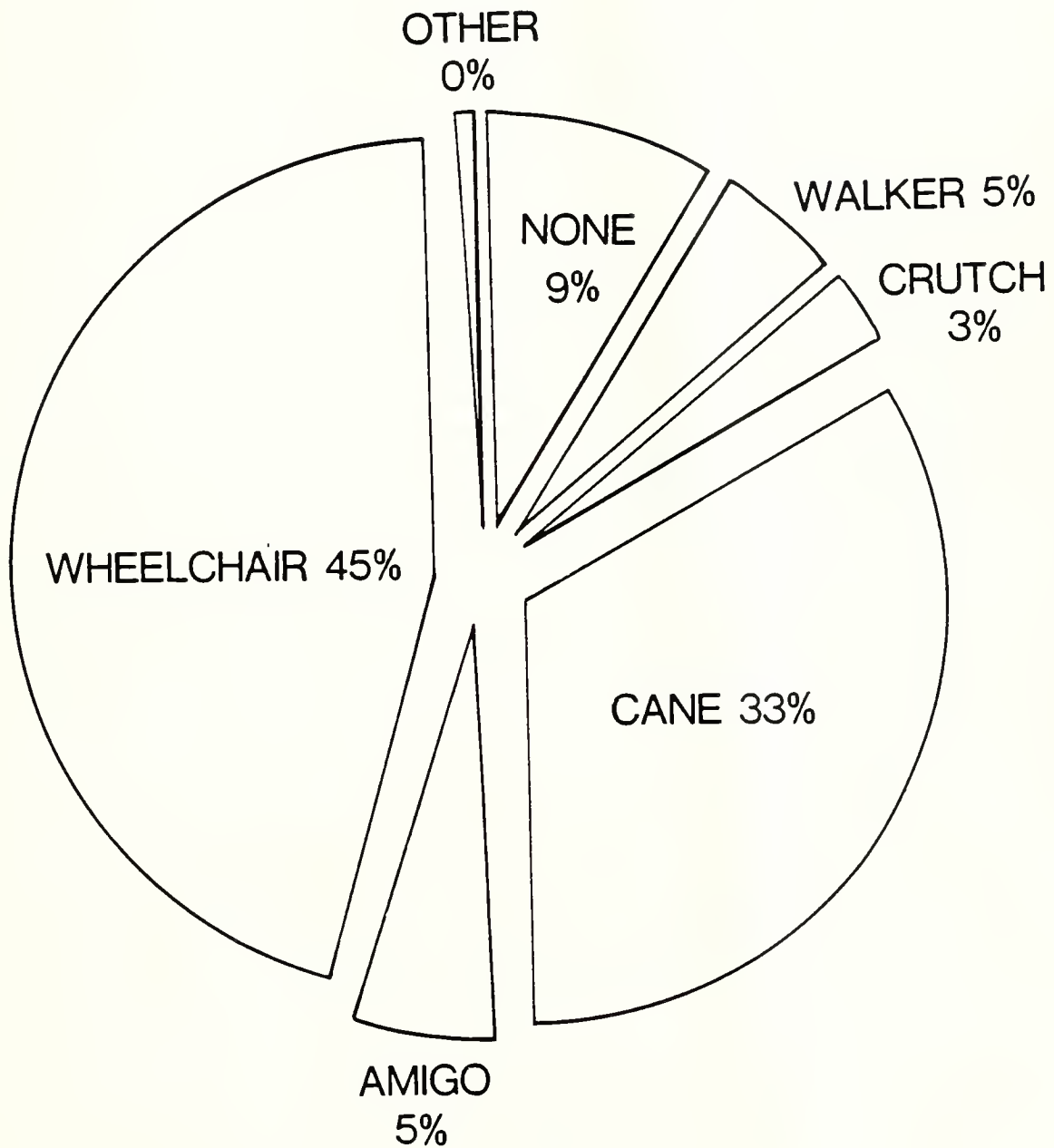
Compared with median age of Chicago population



Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978



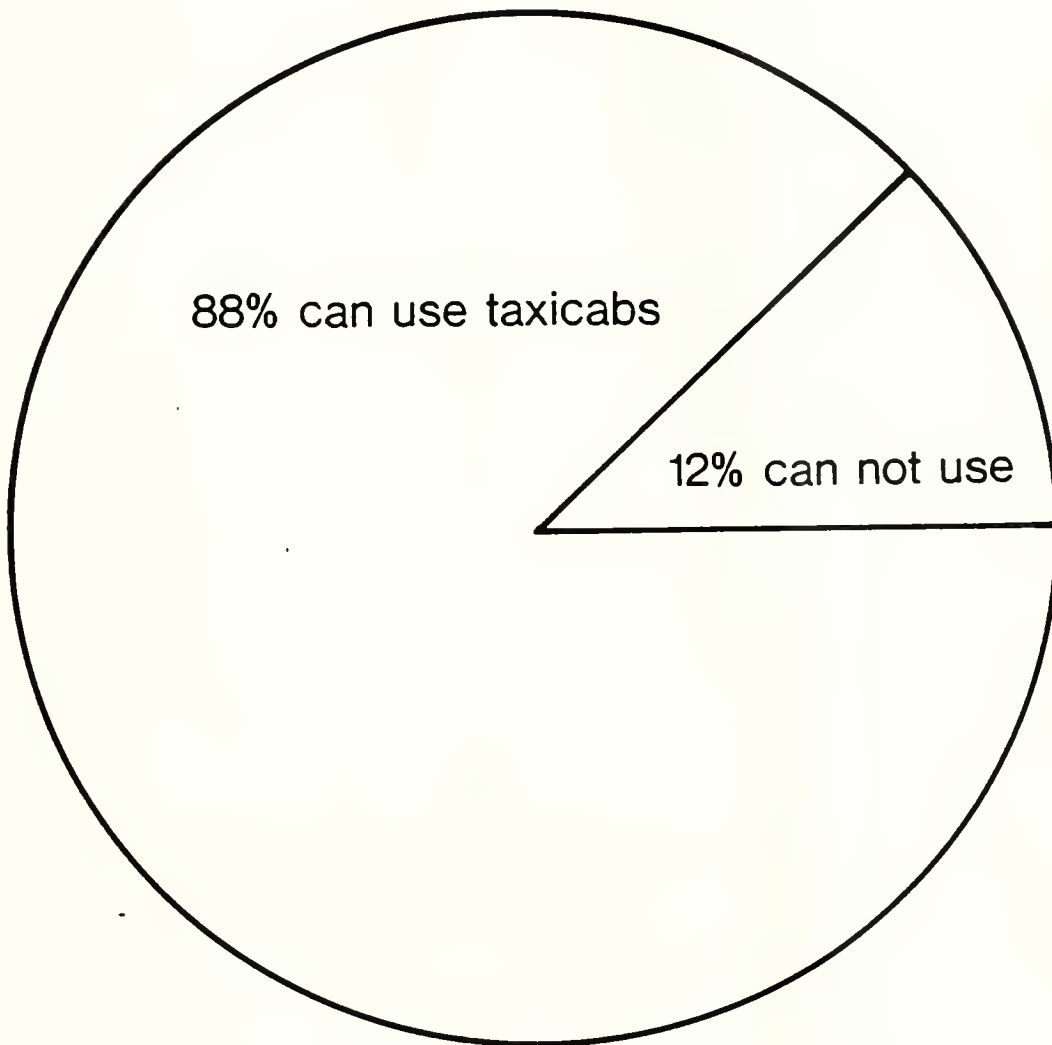
# CTA Special Service Weekday Ridership By Type Of Mobility Aid



n=1,016 TRIPS



## Severely Mobility Limited Ability to Use Taxicabs



Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978





**Chicago Transit Authority**  
Planning/Development Division  
Operations Planning Department  
Route & System Planning

DISABLED	OP-x84132
Nursing Homes	8/2/84

Licensed nursing homes in the City of Chicago (long-term care facilities) are 112.

A) Skilled nursing facilities --

9,126 residents require service under professional direction with frequent medical supervision.

B) Intermediate care facilities --

5,904 residents require periodic medical direction.

C) Intermediate care facilities for the developmentally disabled --

400 residents are encouraged to interact with their community.

D) Other licenses beds --

2,008 residents interact with their community.

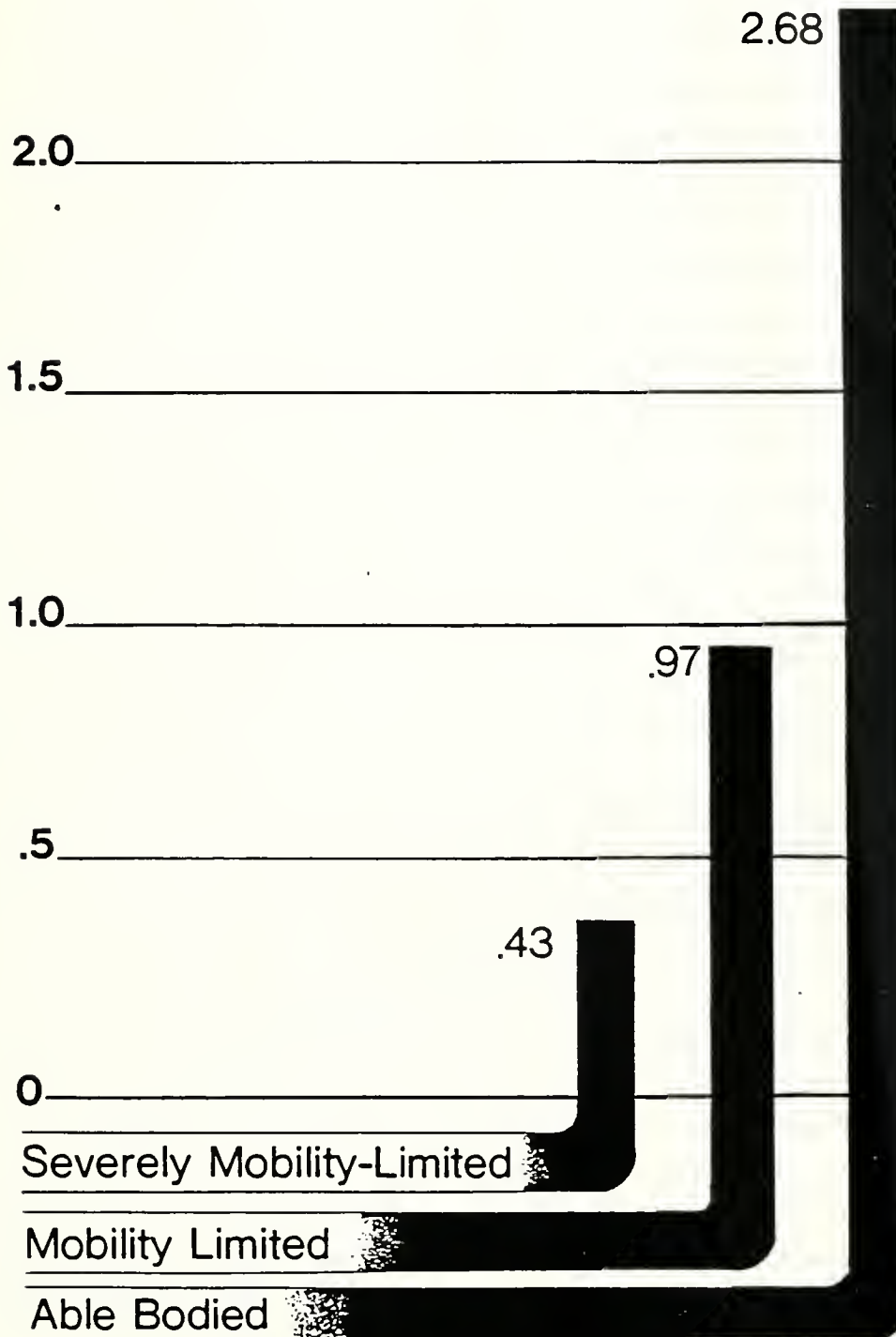
GRAND TOTAL = 17,428 residents

Source: Illinois Department of Public Health; July 20, 1984, printout listing sheet #BGBEP058.

JHR/smw



# Chicago Area- Trips per Person per Day (Trip Rate)

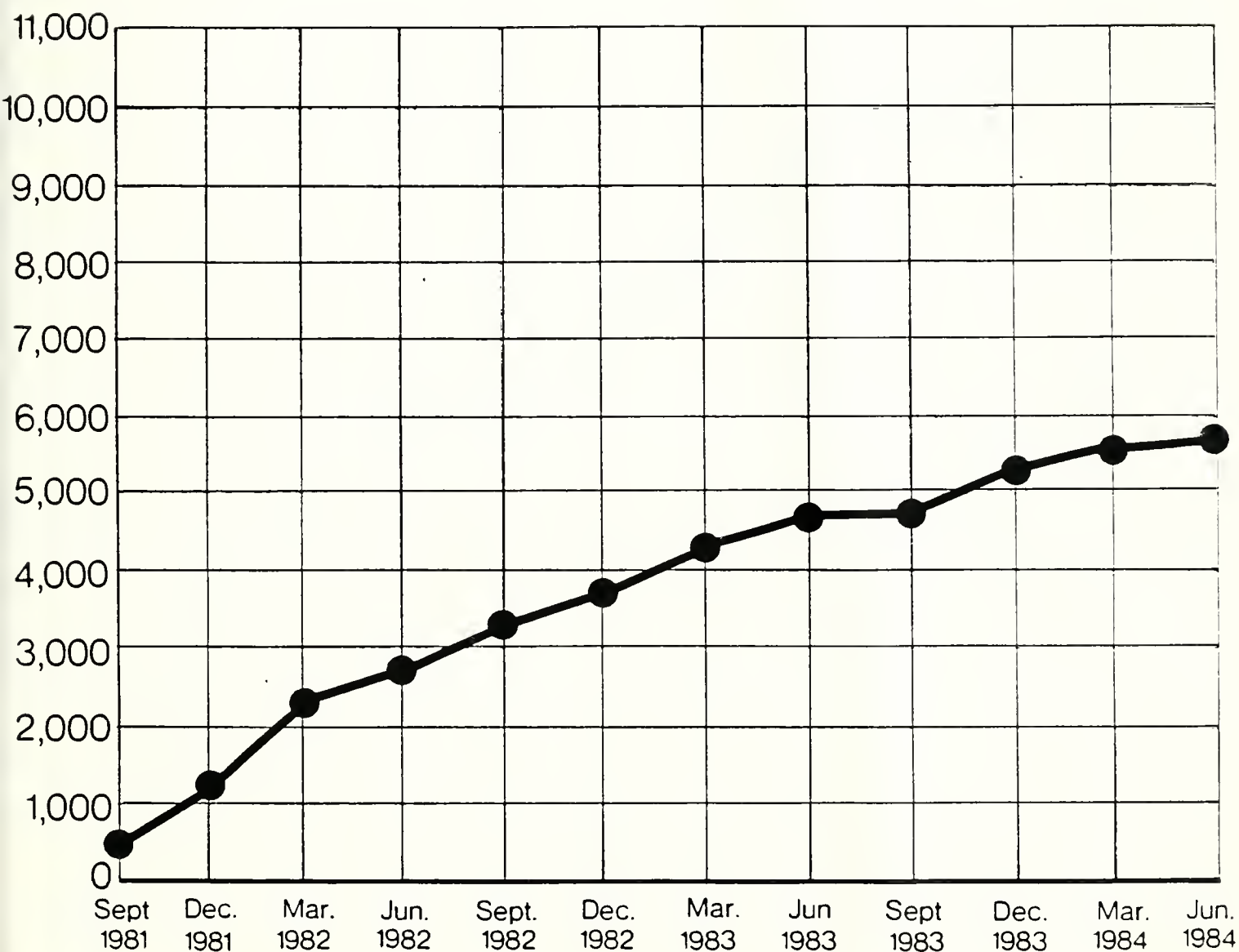


\_\_\_\_\_ **Ablebodied rate excludes children under five** \_\_\_\_\_

Source : City of Chicago Department of Public Works, A Survey of Mobility Limited Persons, 1978



# CTA Special Services Persons Certified Start of Service to Present





# CTA Special Services

## Passenger-Trips Per Month

### Start of Service To Present

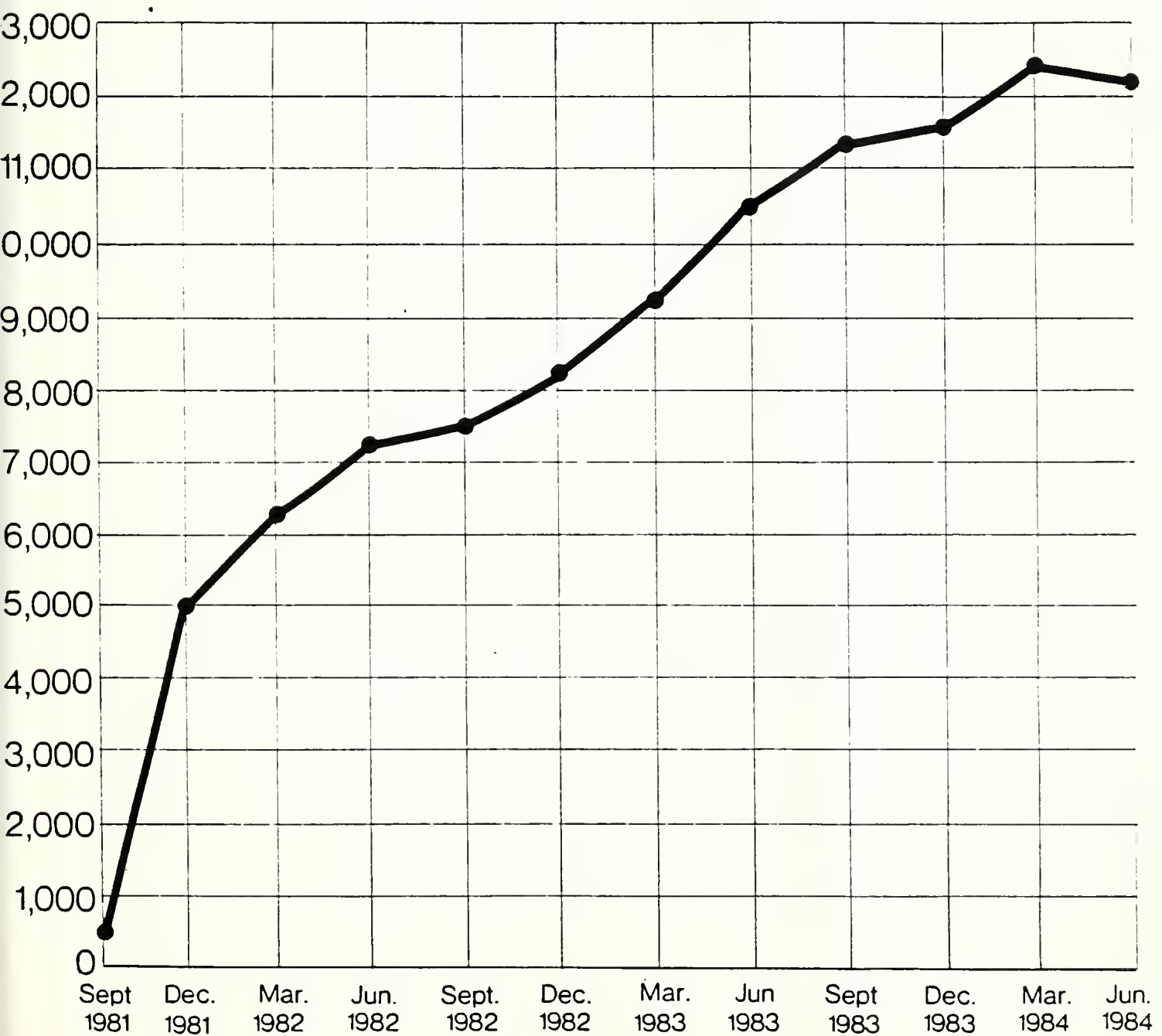






EXHIBIT 4-2

CTA SPECIAL SERVICES ANALYSIS  
PEER GROUP RANKINGS

Rank	Annual Expenditure		Monthly Ridership		Cost Per Trip	
	City	Amount (in millions)	City	Amount	City	Amount
1	Minneapolis	\$5.0	Minneapolis	36,500	Chicago	\$28.99
2	Chicago	4.0	Cleveland (b)	35,000	Philadelphia	17.26
3	Cleveland	4.0	Portland (b)	31,500	Boston	13.89
4	Philadelphia	2.9	Milwaukee	20,000	Pittsburgh (a)	11.90
5	Milwaukee	2.4	Dallas	18,500	Minneapolis	11.42
6	Dallas	2.1	Miami	14,500	Baltimore	10.53
7	Portland	2.0	Pittsburgh (a)	14,500	Milwaukee	10.00
8	Pittsburgh (a)	2.0	Philadelphia	14,000	Miami	9.77
9	Miami	1.7	Chicago	11,500	Cleveland	9.52
10	Boston	1.4	Baltimore	9,500	Dallas	9.46
11	Baltimore	1.2	Boston	9,000	Portland	5.29
	Average	\$2.6	Average	19,500	Average	\$11.11

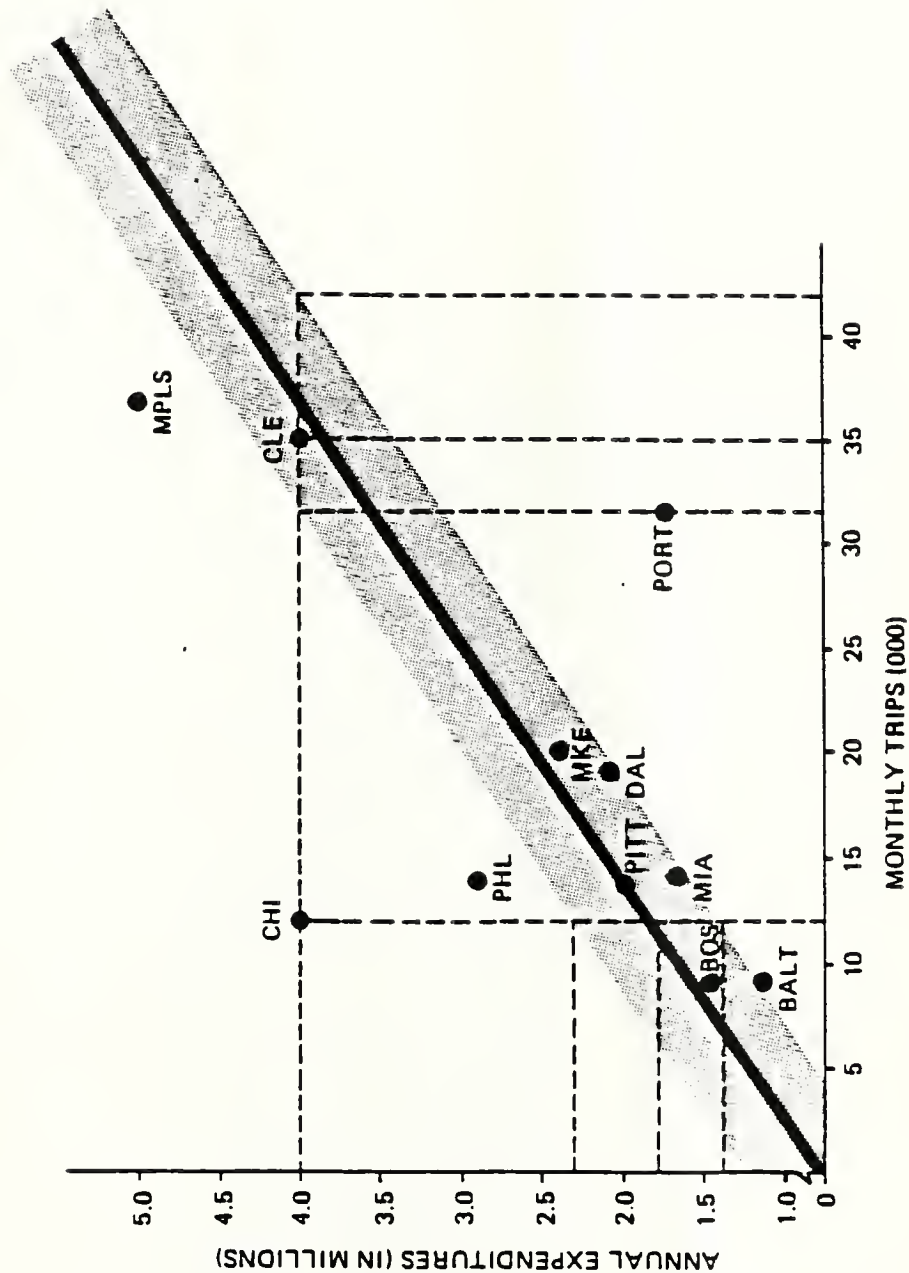
(a) represents the transit authority's portion of the Access system, which transports 50,000 riders monthly with an annual budget of \$6.0 million.

(b) ridership includes senior citizens without serious mobility limitations

Source: Booz-Allen & Hamilton Inc., telephone survey, May 1984.



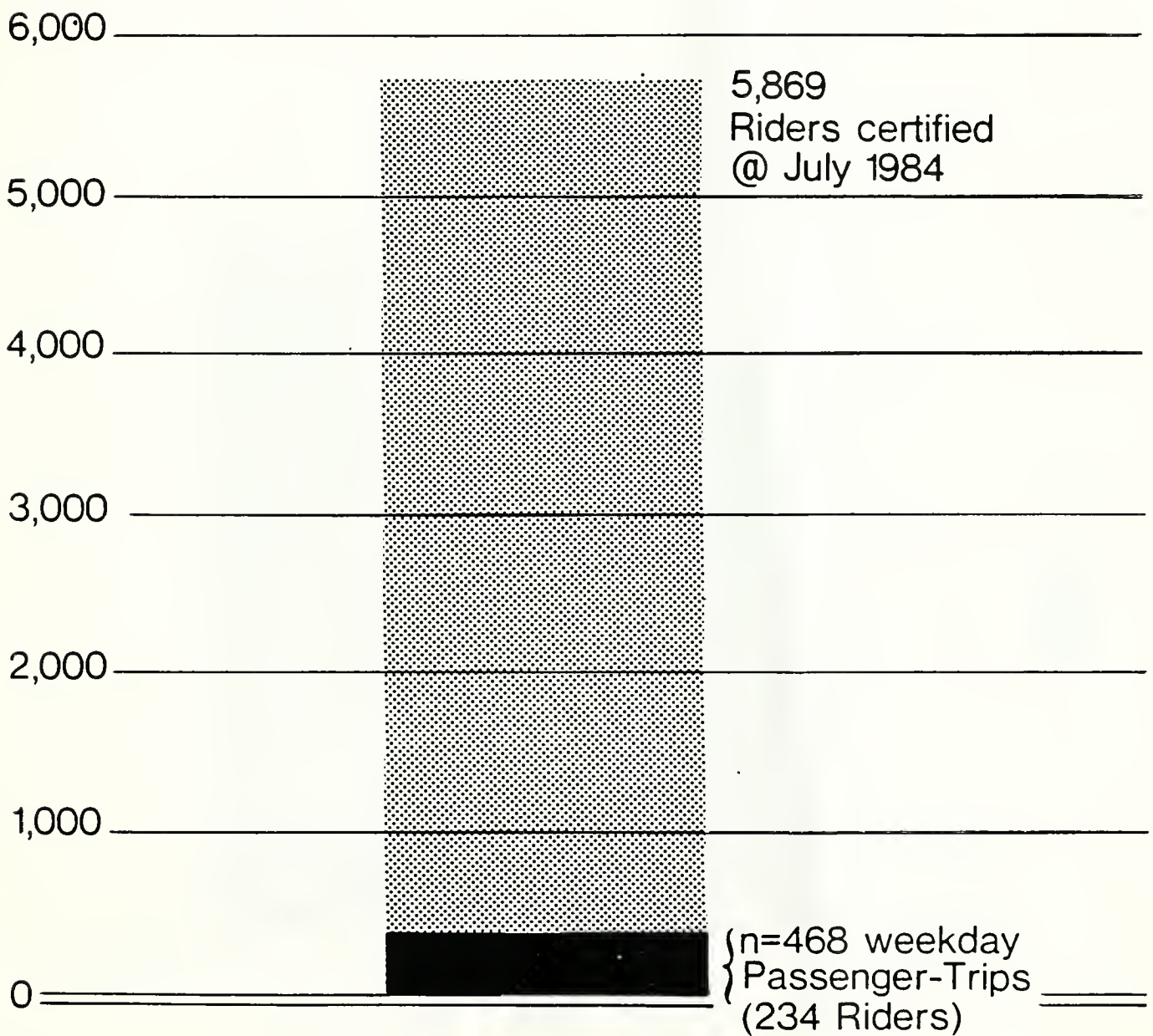
EXHIBIT 4-3  
CTA SPECIAL SERVICES ANALYSIS  
RANGE OF PEER GROUP PERFORMANCE



SOURCE: Booz · Allen & Hamilton Inc.  
TELEPHONE SURVEY, May 1984.



# CTA Special Services Eligibility & Ridership



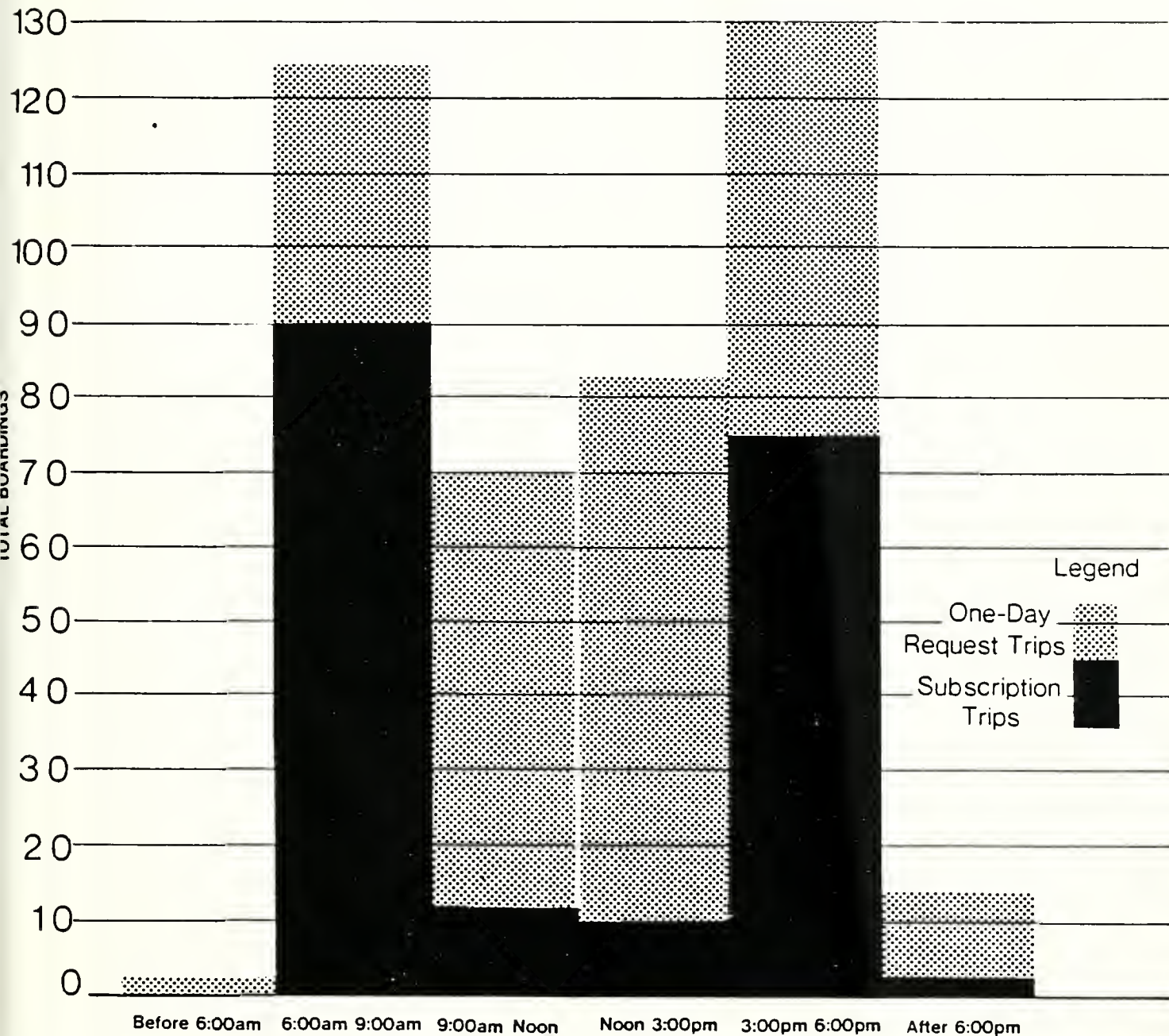




# CTA Special Services Analysis Actual Boardings By Time Period

Wednesday, February, 1984

n-420



## OPERATING PERIOD

Source: Booz-Allen & Hamilton Inc.

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